



# **DOD POSTAL MANUAL**

## **VOLUME II**

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FOREWORD

Volume II of this Manual is issued under the authority of DoD Directive 4526.6, "Single Manager for Military Postal Service," May 5, 1980. It prescribes uniform procedures and responsibilities for the administration and operation of the Military Postal Service (MPS).

DoD 4525.6-M, "DoD Postal Manual," Volume II, May 1982, is hereby canceled.

This Manual applies to the Office of the Secretary of Defense (OSD), the Military Departments, the Organization of the Joint Chiefs of Staff (OJCS), the Unified and Specified Commands, the Defense Agencies, and activities administratively supported by OSD (hereafter referred to collectively as "DoD Components"). The term "Military Services," as used herein, refers to the Army, Navy, Air Force, Marine Corps, and the Coast Guard (when operating under the Department of the Navy). The term "major command," as used herein, refers to subordinate commands of the Military Services having MPS support responsibility in an assigned area.

This Manual is effective immediately and is mandatory for use by all DoD Components that operate and use the MPS. Major commanders may issue supplementary instructions only when necessary to provide for unique requirements in their respective commands. Any supplementary instructions shall be approved by the Executive Director, Military Postal Service Agency (MPSA), before publication. Copies of any supplementary instructions shall be provided to the MPSA.

Send recommended changes to the Manual through channels to:

Executive Director  
Military Postal Service Agency  
ATTN: MPSA-OP  
Alexandria, VA 22331-0006

DoD Components may obtain copies of Volume II through their own publication channels. Other Federal Agencies and the public may obtain copies from the U.S. Department of Commerce, National Technical Information Service, 5285 Port Royal Road, Springfield, VA 22161.

Records responsibility for publication is assigned to the Adjutant General Office, Department of the Army. This responsibility includes the retirement of records.

*Maurice N. Shriber*  
Maurice N. Shriber

Deputy Assistant Secretary of Defense  
(Logistics)

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## VOLUME II, REFERENCES

- (a) USPS-DoD Agreement, February 22, 1980
  - (b) Chapter 47 of title 10, United States Code, "The Uniform Code of Military Justice"
  - (c) Section 3401(a) of title 39, United States Code
  - (d) USPS Publications<sup>1</sup>
  - (e) DoD Directive 4000.25, "Administration of Defense Logistics Standard Systems," November 18, 1983
  - (f) OPNAV P09B2-107(85), "Standard Navy Distribution List," Part-1, November 1, 1985
  - (g) NAVMC 2766, "List of Marine Corps Activities," March 2, 1984
  - (h) DoD Instruction 4525.7, "Military Postal Service and Related Services," April 2, 1981
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<sup>1</sup> Includes the Domestic Mail Manual (DMM) and USPS Publication 38A. Information on acquiring USPS publications can be obtained on request from the Executive Director, MPSA-OP, Alexandria, VA 22331-0006.

## V2.C1. VOLUME II, CHAPTER 1

### GENERAL PROVISIONS

#### V2.C1.1. PURPOSE

Volume II of the DoD Postal Manual prescribes policy and procedures for the processing and delivery of both personal and official mail at military postal activities. Specific operating instructions are provided to include receptacle service and directory service.

#### V2.C1.2. APPLICABILITY AND SCOPE

V2.C1.2.1. This Manual applies to all military post offices (MPOs), postal service centers (PSCs), unit mailrooms (UMRs), and other administrative sections utilizing unit mailclerks or mail orderlies to deliver mail. All such activities shall maintain an updated copy of this Manual.

V2.C1.2.2. Personnel performing duties in official mail distribution centers shall be appointed on DD Form 285, "Appointment of Military Postal Clerk, Unit Mailclerk, or Mail Orderly."

V2.C1.2.3. The instructions contained in this volume do not apply to processing of official mail in official mail distribution centers. Any personal mail entered into official mail channels shall be handled and protected under the policies and procedures contained in this Manual.

#### V2.C1.3. POLICY

V2.C1.3.1. The MPS shall transmit official and personal mail promptly, efficiently, and economically in support of the DoD mission and consistent with the required delivery date, security, accountability, and class of mail.

V2.C1.3.2. Duplication of postal services by the MPS of those provided by the U.S. Postal Service (USPS) is not authorized.

V2.C1.3.3. The Military Postal Service Agency (MPSA) goal is to provide, as a minimum, a level of service equal to that provided by USPS to the public sector in the United States.

V2.C1.3.4. Major commanders desiring to issue supplemental instructions to this Manual, necessitated by local conditions, must first have a draft approved by the Executive Director, MPSA-OP, Alexandria, VA 22331-0006, before publication. Such instructions shall be consistent with current laws, USPS and DoD policies and procedures, and this Manual. A copy of each MPSA-approved supplement that is published shall be furnished to MPSA.

V2.C1.3.5. Requests for exceptions to policy or procedure outlined in this Manual or in USPS regulations and instructions shall be submitted in writing through channels to MPSA.

#### V2.C1.4. CHANNELS OF COMMUNICATION

V2.C1.4.1. The MPSA is the single DoD point of contact with Headquarters (HQ), USPS, and other Government Agencies on policy and operational MPS matters. Responsible commanders serviced directly by USPS, shall designate a local point of contact for liaison with local USPS officials for resolving installation and activity postal matters. If a problem arises that cannot be resolved locally such as disagreement on levels of USPS service outlined in Appendix 4, or an issue requiring the establishment of policy that applies to all DoD Components whether in the continental United States (CONUS) or overseas, the matter shall be forwarded through channels to MPSA.

V2.C1.4.2. The MPSA shall communicate directly with DoD Components and their subordinate elements to establish and implement uniform worldwide postal practices and procedures.



## V2.C2. VOLUME II, CHAPTER 2

### POSTAL SERVICE AT MILITARY INSTALLATIONS SERVED BY THE U.S. POSTAL SERVICE

#### V2.C2.1. PURPOSE

This chapter prescribes procedures for the operation of postal services at DoD installations and activities served by the USPS.

#### V2.C2.2. RESPONSIBILITIES

V2.C2.2.1. Postal services at military installations located in areas where the USPS operates is a joint responsibility as outlined in the USPS-DoD Postal Agreement (reference (a)) (see Appendix 2). Communication between the installation commander and the serving postmaster is an important part of that responsibility. Specific USPS responsibilities are detailed in Appendix 4.

##### V2.C2.2.2. Major Commanders shall:

V2.C2.2.2.1. Designate a Director of Postal Operations.

V2.C2.2.2.2. Oversee postal operations of all subordinate commands.

V2.C2.2.2.3. Ensure all subordinate commands provide resources, such as facilities, equipment, adequate transportation, and personnel to do postal functions as prescribed by this publication and local directives.

V2.C2.2.2.4. Ensure that DoD personnel and resources are not used to provide postal service which the USPS is obligated by law or agreement to provide.

##### V2.C2.2.3. Directors of Postal Operations for Major Commands shall:

V2.C2.2.3.1. Manage all aspects of postal service in the command or area of responsibility.

V2.C2.2.3.2. Manage and coordinate postal activities under policies and procedures established by MPSA ensuring that staff and installation location postal officers efficiently do their duties.

V2.C2.2.3.3. Submit to MPSA recommended changes to DoD postal service policies and procedures considered necessary or advisable.

V2.C2.2.3.4. Coordinate with field activities and other staff elements to ensure that:

V2.C2.2.3.4.1. Liaison with field USPS officials is done on the adequacy of quarters, utilities, and custodial services for civil post offices located at DoD installations, to include modification of existing facilities.

V2.C2.2.3.4.2. Positive action is taken to correct technical postal deficiencies revealed by Military Service investigative reports and deficiencies noted in civil postal inspector reports of inspection.

V2.C2.2.3.4.3. MPO prepacks and A (unit) and B (office) embarkation sets of USPS equipment, forms, and supplies in possession of active units are spot-checked periodically by installation or operating location postal officers to ensure the postal supply readiness of these postal activities.

V2.C2.2.3.4.4. Technical proficiency of personnel in active Military Service postal units is maintained through unit training programs.

V2.C2.2.3.4.5. Unit postal activities are inspected as outlined in paragraph V2.C3.2.2.6. Inspection requirements for MPOs are contained in Volume I, Chapter 11 of this Manual.

V2.C2.2.3.5. Develop systems for identifying addressees attempting to abuse the provisions of paragraph V2.C4.5.1.

V2.C2.2.4. Commanders of Installations shall:

V2.C2.2.4.1. Designate an installation postal officer.

V2.C2.2.4.2. Coordinate with the serving postmaster to ensure adequate and continuous postal support. This includes ensuring USPS provides, at a minimum, service equal to that provided to the surrounding community. Serving postmaster's proposals that are not concurred in by the installation commander shall be referred through chain of command channels to MPSA for resolution with HQ, USPS.

V2.C2.2.4.3. Ensure that DoD personnel and resources are not used to do functions that USPS is obligated to do by law or agreement to perform.

V2.C2.2.4.4. Establish and monitor a system to ensure that all personnel inprocess and/or outprocess through respective servicing postal units.

V2.C2.2.5. Installation Postal Officers shall:

V2.C2.2.5.1. Prepare standing operating procedures (SOPs), as necessary, to prescribe uniform, secure mail handling procedures.

V2.C2.2.5.2. Coordinate all postal functions of the installation or operating location.

V2.C2.2.5.3. Ensure that each unit postal officer and PSC supervisor is oriented to their duties and responsibilities.

V2.C2.2.5.4. Ensure that training is provided for mailclerks, mail orderlies, and alternates.

V2.C2.2.5.5. Arrange mail service for incoming units.

V2.C2.2.5.6. Ensure that mail for deceased military personnel is processed under Chapter 6, paragraph V2.C6.9.

V2.C2.2.5.7. Keep an up-to-date record of installation units and those units inactivated, redesignated, or permanently departed the previous year. Provide the serving postmaster with a copy of that record and all changes.

V2.C2.2.5.8. Ensure that adequate postal services are provided to personnel, including monitoring USPS service guidelines in Appendix 4.

V2.C2.2.5.9. Ensure that suspected cases of rifling, theft, destruction, and other postal offenses are reported as shown in Chapter 7.

V2.C2.2.5.10. Cooperate with postal inspectors regarding complaints, inquires, and claims.

V2.C3. VOLUME II, CHAPTER 3  
ADMINISTRATIVE AND OPERATING PROCEDURES

V2.C3.1. PURPOSE

This chapter prescribes administrative requirements and outlines operating procedures for all PSCs and UMRs, to include responsibilities of unit commanders, PSC supervisors, postal officers, mailclerks, and mail orderlies.

V2.C3.2. RESPONSIBILITIES

V2.C3.2.1. Unit Commanders shall:

V2.C3.2.1.1. Provide adequate space and equipment necessary for the proper handling and security of the mail. (See paragraph V2.C3.10.4. for specific requirements.)

V2.C3.2.1.2. Ensure that mailclerks or mail orderlies have enough time to do mail-handling duties efficiently.

V2.C3.2.1.3. Check mailrooms periodically for ensuring orderly maintenance.

V2.C3.2.1.4. Ensure personnel residing in housing or billeting where USPS provides delivery service are receiving their personal mail at their quarters address and not through the unit mailroom. DoD resources or personnel may not be used to do duties which, by law or agreement, are the responsibility of USPS. (See paragraph V2.C4.5.1.1. for exceptions.)

V2.C3.2.1.5. Keep personnel informed of the expected standard of mail service.

V2.C3.2.1.6. Report and take required action on postal offenses and losses per Chapter 7 of this Manual.

V2.C3.2.1.7. Ensure that unit personnel notify the UMR or PSC when change in status affects their mail delivery (e.g., leave, TDY or TAD, hospital, when changing address, etc.).

V2.C3.2.1.8. Ensure, before unit deployment, liaison with the local serving post office to establish any required mail routing changes.

V2.C3.2.2. Unit Postal Officers and PSC Supervisors shall:

V2.C3.2.2.1. Develop and issue SOPs to cover as a minimum:

V2.C3.2.2.1.1. Security, including protection of mail and postal effects, access to mailroom work areas, and mail transportation requirements.

V2.C3.2.2.1.2. Emergency destruction of mail (overseas only).

V2.C3.2.2.1.3. Delivery of mail during field exercises (if applicable).

V2.C3.2.2.2. Monitor training of mailclerks and mail orderlies.

V2.C3.2.2.3. Ensure mail is handled correctly and timely.

V2.C3.2.2.4. Ensure mail directory files and mailroom records are maintained properly.

V2.C3.2.2.5. Ensure mailclerks and mail orderlies understand and comply with current postal directives.

V2.C3.2.2.6. Conduct weekly unannounced inspections of PSCs, UMRs, and mail handling areas utilizing the checklist in Appendix 3. Do not establish a pattern. Inspect on different days of the week.

V2.C3.2.2.7. Ensure a notice is displayed in a prominent place outside the entrance to PSCs or UMRs showing the times mail generally is available for delivery or when mail call is conducted. DD Form 1115, "Mailroom," may be used for this purpose. In addition to the above, a sample address of personnel receiving mail through the activity also shall be prominently displayed.

V2.C3.2.2.8. Notify the commander of the serving postal activity immediately of all suspected or known postal offenses and losses.

V2.C3.2.2.9. Control entry of PSCs and UMRs to only those personnel authorized by the commander, or by higher command instructions.

V2.C3.2.2.10. Ensure USPS equipment is used only for its intended purpose. USPS mailbags only shall be used for transporting mail. Empty mailbags shall be returned to the serving postal activity daily.

V2.C3.2.2.11. Verify weekly, that accountable mail received has been delivered under the provisions of paragraph V2.C4.7. This requirement does not apply to PSCs when they are a section of an MPO, or those not handling accountable mail.

V2.C3.2.2.12. Ensure that personal mail that does not qualify for delivery through the PSC or UMR is correctly directorized and forwarded in a timely manner.

V2.C3.2.3. Mailclerks shall:

V2.C3.2.3.1. Provide mail service and operate the PSC or UMR under current regulations.

V2.C3.2.3.2. Safeguard mail at all times.

V2.C3.2.3.3. Maintain an up-to-date mail directory file of all personnel being served, scheduled to arrive, and those that have been transferred during the last 6 months (3 months for personnel who were on temporary duty, a projected gain who has been canceled, or trainees stationed less than 6 months at a training base).

V2.C3.2.3.4. Perform prompt directory service on all undeliverable mail and expeditiously return it to the serving post office, but no later than the following workday after receipt.

V2.C3.2.3.5. Deliver accountable mail and properly maintain accountable mail records when the provisions of paragraph V2.C4.7. are implemented.

V2.C3.2.3.6. Correct all discrepancies noted on mailroom inspections as soon as possible.

V2.C3.2.3.7. Report known or suspected postal offenses to the unit postal officer or commander immediately.

NOTE: When approved by the MACOM, items in paragraphs V2.C3.2.3.3. through V2.C3.2.3.5. may be excluded if done by a higher level of postal activity (e.g., military post office, mailroom, or consolidated mailroom).

V2.C3.2.4. Mail orderlies shall:

V2.C3.2.4.1. Pick up mail at times specified.

V2.C3.2.4.2. Safeguard mail at all times.

V2.C3.2.4.3. Deliver personal mail only to the actual addressee and official mail (as defined in paragraph V2.C4.4.) only to individuals authorized by the commander. Mail orderlies (except U.S. Navy mail orderlies) are not authorized to deliver personal accountable mail to addressees.

V2.C3.2.4.4. Place undeliverable mail in a designated, securely locked container. If undeliverable mail cannot be secured properly, return the mail daily to the UMR or post office, as applicable. If returned to the UMR or post office, give the reason for non-delivery; for example, temporary duty, leave, or absent without leave (AWOL).

V2.C3.2.4.5. Report any known or suspected postal offenses and irregularities to the unit postal officer or commander.

NOTE: Traditionally, the U.S. Navy has used the term "mail orderly" not "mailclerk" as used by the other Services. For this Manual, the terms "mailclerk" and "Navy mail orderly" are synonymous and shall have identical meaning. Personnel designated as mail orderlies in the U.S. Navy shall comply with the provisions of this Manual relating to both mailclerks and mail orderlies.

V2.C3.3. QUALIFICATIONS OF MAILCLERKS AND MAIL ORDERLIES

V2.C3.3.1. All personnel doing mail handling duties in other than a section of an MPO shall be designated as a "unit mailclerk" or "unit mail orderly." These personnel shall meet the following qualifications:

V2.C3.3.1.1. Be a U.S. citizen and be eligible for a SECRET clearance (an Entrance National Agency Check (ENTNAC) or National Agency Check (NAC) is on file) if required to handle registered mail.

V2.C3.3.1.2. Have no record of the following:

V2.C3.3.1.2.1. Conviction by court-martial.

V2.C3.3.1.2.2. Punishment under Article 15 (Chapter 47 of title 10, U.S.C., "The Uniform Code of Military Justice," reference (b)) involving a postal-related incident in the last 12 months.

V2.C3.3.1.2.3. Civil convictions, other than minor traffic violations.

V2.C3.3.1.3. Have no record of derogatory information or unfavorable conduct casting doubt on the individual's trustworthiness and integrity.

V2.C3.3.1.4. Be evaluated as not having a psychiatric, alcoholic, or drug abuse condition based on a review of personnel and medical records.

V2.C3.3.1.5. Have not been relieved of postal duties for cause.

V2.C3.3.2. Non-DoD Agencies receiving mail through military postal activities shall designate unit mail clerks on DD Forms 285, which will be provided by the serving military postal activity. Mail clerks appointed by these Agencies must meet the specifications established by the appointing Agency.

V2.C3.3.3. Foreign nationals may be appointed as unit mailclerks or mail orderlies provided the requirements of paragraphs V2.C3.3.1.3. or V2.C3.3.2. are complied with. Foreign nationals appointed as unit mail clerks or mail orderlies shall not be authorized to purchase stamps or money orders for unit personnel unless the foreign national is an authorized user of the MPS. (See paragraph V2.C3.9.)

#### V2.C3.4. DESIGNATION OF MAILCLERKS, MAIL ORDERLIES, AND UNIT POSTAL OFFICERS

V2.C3.4.1. Commanders or their designated representatives shall designate unit mailclerks. Mail orderlies may be designated by responsible officials for those offices and activities requiring mail orderly service. Designations shall be accomplished using DD Form 285 before personnel assume mail-handling duties. The number of designated mailclerks or mail orderlies and alternates shall be held to a minimum, consistent with the requirement to handle mail efficiently and effectively. A minimum of one primary and one alternate always shall be designated.

V2.C3.4.2. Unit postal officers and alternates shall be designated in writing by the commander. DD Form 285 shall not be used for this purpose. However, postal officers involved in mail handling duties shall require a DD Form 285 to do those duties.



V2.C3.4.3. Designations do not require renewal if the designating official changes.

#### V2.C3.5. TRAINING REQUIREMENTS

V2.C3.5.1. Before entering into mail-handling duties, all selected personnel shall be instructed in the proper performance of these duties.

V2.C3.5.2. Upon designation, postal officers, unit mailclerks, and unit mail orderlies shall complete mail service training. Training shall emphasize the importance of safeguarding mail, handling of accountable mail, timely delivery, and the serious consequences of negligence of duty.

V2.C3.5.3. Training shall be accomplished through proficiency training programs and locally developed training courses or instructions.

#### V2.C3.6. CONTROL AND MAINTENANCE OF DD FORM 285

V2.C3.6.1. After designation of selected personnel, all copies of DD Form 285 shall be validated by the serving postal activity. Validation shall be per block 10 on the DD Form 285. Initials of the validating official and date may be used if activities do not possess an all-purpose date stamp or seal. Uniformity shall be maintained in validating DD Form 285.

V2.C3.6.2. DD Form 285 shall be completed in triplicate and a copy provided to each of the following:

V2.C3.6.2.1. The unit mailclerk or mail orderly.

V2.C3.6.2.2. The unit files (Unit Mail Room).

NOTE: ADD Form 2260, "Unit Mailclerk/Mail Orderly Appointment Log," may be used for unit files instead of a completed DD Form 285. (See paragraph V2.C3.7.2.)

V2.C3.6.2.3. The serving postal activity. (The serving postal facility may require more than one copy.)

V2.C3.6.3. Mail handling personnel shall carry their DD Form 285 when performing mail-handling duties and shall present it when receipting for mail. The serving postal activity may refuse to give mail to the holder of a DD Form 285 for

cause at any time. The unit commander shall be notified immediately of any such refusal and the reason for the action.

#### V2.C3.7. RELIEF OF DESIGNATED PERSONNEL

V2.C3.7.1. When designated personnel are relieved, their DD Forms 285 shall be retrieved and destroyed by the designating authorized official. The authorized official shall place the revocation date on the unit copy that shall be retained on file for 2 years and immediately notify in writing the serving postal activity of the revocation date. The serving postal activity shall retain the revoked copy for 2 years after revocation date.

V2.C3.7.2. If DD Form 2260 is used to record appointments and revocations, an accountable number shall be assigned each appointment and entered on DD Form 285 in block 2 (revocation date). Those numbers shall be assigned and entered into the log in numerical sequence. Upon revocation of appointments, the revocation date shall be entered in the log and all copies of DD Form 285 for that appointment shall be destroyed (except the serving postal activity copy). Appointment logs shall be retained for 2 years after the last entry on the log has been revoked.

#### V2.C3.8. UMR AND PSC INSPECTIONS

V2.C3.8.1. UMRs and PSCs shall be checked daily by supervisory personnel to ensure that mail is handled correctly and promptly.

V2.C3.8.2. Supervisory personnel also shall do weekly self-inspections (document inspections as required by the applicable Military Service) to include, but not limited to, an examination of the following:

V2.C3.8.2.1. Compliance with current postal policies and procedures.

V2.C3.8.2.2. Maintenance of directory files and unit postal records.

V2.C3.8.2.3. Mailroom security.

V2.C3.8.3. The Postal Officer, MPO Supervisor, or a designated representative of the serving military postal activity shall conduct unannounced inspections of all DoD-operated PSCs or UMRs that he or she serves. MPO supervisors are not responsible for conducting inspections of mailrooms operated by non-DoD Agencies. PSCs in CONUS shall be inspected by the installation commander's designated representative. Inspections shall be conducted at least quarterly using Appendix 3 or a

similar checklist. These inspection requirements do not apply to PSCs when they are a section of an MPO. Applicable inspection requirements are outlined in Volume I, Chapter 11.

V2.C3.8.4. USPS postal inspectors may inspect UMRs and PSCs on request from or on approval of responsible commanders. Proper identification shall be checked before allowing inspection personnel access to mail-handling areas.

#### V2.C3.9. PURCHASE OF USPS MONEY ORDERS (MOs) AND STAMPS BY UNIT MAILCLERKS AND MAIL ORDERLIES

V2.C3.9.1. When the demands of the military make it impractical or unreasonable for individuals to purchase MOs and stamps personally, commanding officers may authorize mailclerks or mail orderlies to accept personal funds from personnel in their organization to purchase MOs and stamps. When such funds are handled, the mailclerk or mail orderly shall provide a cash receipt to the individual from whom the funds are accepted. When delivering stamps or MOs, the mailclerk or mail orderly shall obtain a receipt from each person to whom the MO or stamps are delivered. DD Form 1118, "Unit Mail Clerk's Receipt for Funds and Purchase Record," or appropriate form shall be used for these transactions (do not fill in the Social Security Account Number). Prepare the form in duplicate. If a mailclerk or mail orderly transfers funds to another mailclerk or mail orderly for the purpose of making a purchase, a cash receipt shall be exchanged each time a transfer is effected. At each command where the mail clerk or mail orderly is authorized to handle funds of this nature, the mailclerk's and mail orderly's copies of receipts shall be retained in the unit files.

V2.C3.9.2. Mailclerks or mail orderlies are prohibited from placing MOs, stamps, or funds in envelopes or other correspondence containers for mailers. They also are prohibited from insuring articles for mailing as an accommodation to individuals unless such action is authorized specifically by the commanding officer. This restriction on personal service is necessary to avoid any question as to responsibility if MOs, stamps, or funds allegedly placed in correspondence containers are lost.

#### V2.C3.10. SECURITY OF MAIL

V2.C3.10.1. Loss of Mail. Mailclerks or mail orderlies may be held liable for any loss caused by their failure to handle mail properly. Mail handling areas and all receptacles for accountable mail shall be locked when responsible individuals are not physically present.

V2.C3.10.2. Delivery of Mail. Mail should be delivered only to authorized addressees, agents named in writing by addressees, or the serving postal activity. Mail may not be delayed, intercepted, opened, rifled, or left unattended when not in an authorized secure area. Mail service personnel may not remove stamps from mail entrusted to them.

V2.C3.10.3. Overnight Storage. UMRs that store official registered mail overnight shall have an approved security container that meets the requirements for storing Secret material.

V2.C3.10.4. Mailroom and PSC Structural Requirements. Mailrooms and PSCs shall be constructed to provide adequate space and security for the mail. Structural requirements are as follows:

V2.C3.10.4.1. Doors shall be provided with suitable locks and door hinges shall be mounted inside to prevent their removal from the outside.

V2.C3.10.4.2. Windows easily accessible from the outside shall be barred. Other windows shall be covered with heavy wire mesh.

V2.C3.10.4.3. Walls and ceilings shall be constructed of material that prevents forcible entry.

V2.C3.10.4.4. Receptacles, when used, shall be installed to prevent access to other receptacles or access from a customer service window.

V2.C3.10.5. Access. Access to the PSC or UMR shall be limited to those personnel conducting official business at the facility, including designated postal clerks, officers, enlisted members, and civilians on official inspections and visits (such as USPS Postal Inspectors). Maintenance personnel and work details shall be allowed access only when escorted or under constant surveillance by military postal personnel.

V2.C3.10.6. Control of Keys and Combinations

V2.C3.10.6.1. PSCs or UMRs shall be locked at all times during non-duty hours or when not in use. Lobbies of postal facilities with installed receptacles should remain open during non-duty hours, when possible, to provide maximum postal service. The PSC and/or UMR supervisor shall be the custodian of the PSC and/or UMR keys and shall keep a current list of those postal personnel who are issued a key. The keys shall be strictly controlled and safeguarded at all times.

V2.C3.10.6.2. Combinations of containers used to store registered mail shall be changed annually, when there is a change of mailclerks, and when an actual or suspected compromise occurs.

V2.C3.10.6.3. Each duplicate key and each copy of a combination shall be sealed in a separate envelope or USPS Form 3977, "Duplicate Key Envelope." The envelope shall be endorsed to show contents and shall be kept in a safe controlled by the commander or a designated representative. These duplicate keys or combinations shall be strictly accounted for. The individual holding the duplicate key or combination, and the individual holding the original key or combination shall sign across the flap of the sealed envelope. New envelopes shall be prepared when the combination or key accountability changes. When combinations are involved, enough wrapping shall be used to cover the contents preventing detection through the envelope.

#### V2.C3.10.7. Transporting Mail

V2.C3.10.7.1. A closed-body vehicle equipped with lockable doors shall be used to transport mail to-and-from mail service areas. When a closed-body vehicle is unavailable and another kind is used, mailclerks or mail orderlies shall ride in the compartment that holds the mail, if practical. If conditions prohibit personnel from riding in the compartment with the mail, visual contact shall be maintained with the mail at all times. Mail being transported in other than closed-body vehicles always shall be protected from the elements (inclement weather).

V2.C3.10.7.2. Privately owned vehicles may not be used to transport mail. If an emergency situation occurs requiring a privately owned vehicle to be used on a temporary basis, its use shall be requested by the unit commander and approved by the serving postal activity.

V2.C3.10.8. Privileged Nature of Mail and Postal Records. The privacy of the mail may not be violated. Mailclerks or mail orderlies may not break or permit the breaking of the seal of any mail matter. Additionally, information regarding mail or postal records can be released only under certain circumstances. Contact the serving post office for assistance if the following applies:

V2.C3.10.8.1. You are requested to provide a mail cover.

V2.C3.10.8.2. An examination, search, or seizure of mail or postal records is attempted or requested. Notification of examination of records in compliance with inspection requirements outlined in paragraph V2.C3.8. is not required.

V2.C3.10.8.3. Authorities request a controlled delivery of mail.

V2.C3.10.8.4. Damage, destruction, or forced entry occurs to the mailroom or PSC.

V2.C3.10.8.5. Mail in the UMR or PSC is suspected of containing dangerous material.

V2.C3.10.8.6. You are requested to release postal records that include names and addresses of personnel served.

#### V2.C3.11. MAIL BOMBS

V2.C3.11.1. Postal personnel should be aware that a bomb can be enclosed in either a parcel or an envelope, with outward appearance limited only by the imagination of the sender. Mail bombs have exhibited the following unique characteristics that may assist postal clerks in identifying a suspected letter or parcel:

V2.C3.11.1.1. Mail bombs may bear restricted endorsements such as "Personal" or "Private."

V2.C3.11.1.2. The addressee's name and/or title may be inaccurate.

V2.C3.11.1.3. Mail bombs may reflect distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering.

V2.C3.11.1.4. Mail bombs may have visible protruding wires, aluminum foil, or oil stains and may emit a peculiar odor.

V2.C3.11.1.5. Mail bombs may have an excessive amount of postage stamps affixed.

V2.C3.11.1.6. Letter-type bombs may feel rigid or appear uneven or lopsided.

V2.C3.11.1.7. Parcel bombs may be unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed "Fragile-Handle with Care" or "Rush-Do-Not-Delay."

V2.C3.11.1.8. Parcel bombs may make a buzzing, ticking, or sloshing noise.

V2.C3.11.2. If a postal clerk is suspicious of a mailing and is unable to verify the contents with the addressee or sender:

V2.C3.11.2.1. Do not open the article.

V2.C3.11.2.2. Isolate the article and evacuate the immediate area.

V2.C3.11.2.3. Do not put in water or a confined space such as a desk drawer or a filing cabinet,

V2.C3.11.2.4. If possible, open windows in the immediate area to assist in venting potentially explosive gases.

V2.C3.11.3. If there is any reason to believe a letter or parcel is dangerous, do not take a chance or worry about possible embarrassment if the item turns out to be innocent. Contact your local military law enforcement officials for assistance.

#### V2.C3.12. COMPLAINTS AND INQUIRIES

V2.C3.12.1. Customers shall be encouraged to report dissatisfaction with mail service, instances of loss, rifling, and other mistreatment of mail. Refer to Chapter 7 if a postal offense may have been committed.

V2.C3.12.2. Complaints shall be provided prompt attention and resolution. Request assistance from the serving post office when necessary. MPOs shall refer to Volume I, Chapter 8 for additional instructions.

#### V2.C3.13. USPS FORMS AND LABELS

Obtain USPS forms and labels from the serving postal activity. Non-postal equipment and supplies shall be obtained through normal procurement channels.

#### V2.C3.14. SERVICE STANDARDS

Mailclerks and mail orderlies can improve service by advising their customers to do the following:

V2.C3.14.1. Inform correspondents and publishers of correct mailing address, including delivery receptacle numbers.

V2.C3.14.2. Submit change of address cards immediately after a new address is known.

V2.C3.14.3. Notify the responsible mailclerk or mail orderly when departing on leave or temporary duty.

V2.C3.14.4. Report inadequate mail service or other mail-related problems to the postal officer, mailclerk, or mail orderly.



#### V2.C4. VOLUME II, CHAPTER 4

##### RECEIPT AND DELIVERY OF MAIL AT MILITARY POST OFFICES, UNIT MAILROOMS, AND POSTAL SERVICE CENTERS

#### V2.C4.1. PURPOSE

This chapter prescribes administrative and operational procedures for the receipt and delivery of mail at UMRs and PSCs.

#### V2.C4.2. GENERAL

Postage due, special delivery, and collect on delivery (C.O.D.) services are not available at PSCs or UMRs. Postage due and special delivery mail shall be delivered as regular mail. Postage due shall not be collected. C.O.D. mail shall be returned to the serving post office for processing.

#### V2.C4.3. MAIL PROCESSING AND DISTRIBUTION

V2.C4.3.1. PSCs and UMRs shall receive mail at the times designated by the serving postal activity.

V2.C4.3.2. Before receipting for mail at the serving postal activity, mailclerks and mail orderlies shall ensure that any damaged articles are endorsed properly and repaired or rewrapped, if needed. If damaged articles are received in closed bags, such articles shall be repaired and endorsed "Damaged in Handling by the Postal Service" along with the date of receipt and identity of the unit repairing the article.

V2.C4.3.2.1. Every effort shall be made to match articles found loose with envelopes or wrappers from which lost. Articles not matched shall be returned to the serving post office.

V2.C4.3.3. First-class letters received unsealed shall be handled as follows:

V2.C4.3.3.1. Endorse "Received Unsealed."

V2.C4.3.3.2. Before delivering or forwarding, affix USPS Label 21, "Officially Sealed," and initial, except for special occasion cards (e.g., Christmas cards).

V2.C4.3.4. Mail opened by mistake shall be resealed, endorsed "Opened by Mistake," signed by the person opening the mail, and returned to the serving post office for forwarding to the correct address.

V2.C4.3.5. Balloting material shall be given sortation priority.

V2.C4.3.6. Mail suspected of harmful contents shall be reported immediately to the serving postal activity. (See paragraph V2.C3.1.)

V2.C4.3.7. Process mail addressed to unit mailclerks and mail orderlies the same as mail for other members of the unit. Such mail may not be opened, stored, or disposed of in the mail work area.

#### V2.C4.4. DELIVERY OF OFFICIAL MAIL

V2.C4.4.1. As a guideline, personally addressed mail only shall be considered official if it includes a duty title. The return address alone does not determine if mail is official.

V2.C4.4.1.1. Mail addressed to unit members by title (such as, Supply Officer or 1st Sergeant) is considered official mail and shall be delivered as such.

V2.C4.4.1.2. Mail addressed to "Commander of" an individual shall be delivered as official mail to the commander. Mail addressed to "Commander of" a receptacle number not containing an addressee name or unit designation shall be returned to sender endorsed "Insufficient Address."

V2.C4.4.2. Installation commanders are authorized to allow delivery for mission or professionally related mail as official mail based upon local conditions.

V2.C4.4.3. Installation commanders may issue additional guidance on distinguishing between official and personal mail.

#### V2.C4.5. DELIVERY OF PERSONAL MAIL

V2.C4.5.1. DoD personnel and resources may not be used to duplicate services that USPS by law is obligated to provide. Personnel residing in housing or billeting where USPS provides free delivery service shall receive personal mail at their quarters address.

V2.C4.5.1.1. In CONUS, installation commanders may make exceptions to the policy in paragraph V2.C4.5.1. for those Service members, who because of their assignment, receive professional papers, journals, and other job-related materials or whose duties prohibit their ability to receive mail daily at their quarters address. This category includes, but is not limited to, medical doctors, dentists, veterinarians, lawyers, chaplains, single members of alert crews residing off base, and public health officials.

V2.C4.5.1.2. Military personnel, their dependents, and DoD civilians traveling under official orders may receive mail through the PSC or UMR until a residence address is established.

V2.C4.5.2. Personal mail shall be delivered personally to the addressee or through individual receptacles. Receptacle delivery procedures are contained in paragraphs V2.C5.3. and V2.C5.7. Do not place mail on beds, desks, or leave unprotected in any way.

V2.C4.5.3. Mail addressed in care of another or addressed to more than one addressee may be delivered to any addressee listed in the address. In overseas areas, all addressees shall be authorized MPO privileges or the mail shall be returned per paragraph V2.C6.9.

V2.C4.5.4. Before release of mail, make a positive patron identification. Personal recognition shall suffice when delivering mail directly to patrons known by the mailclerk or mail orderly. If addressee is unknown, compare the name on the patron's ID card with the name of the addressee on the article. When delivering mail to unit mail clerks (UMCs) or mail orderlies, check the DD Form 285 to be sure that the person is eligible to receive mail.

V2.C4.5.4.1. Any member of the family having a valid identification (ID) card may be given mail addressed to a family member, except mail items reflecting restricted delivery.

V2.C4.5.4.2. The sponsor may state in writing that no family member, other than the sponsor, shall have access to the sponsor's mail. The sponsor shall not control the delivery of mail addressed specifically to the spouse.

V2.C4.5.5. Customers can control delivery of mail addressed to them (including restricted delivery mail) by completing a USPS Form 3801, "Standing Delivery Order," USPS Forms 3849A, "Delivery Notice or Receipt," or 3849B, "Delivery Reminder or Receipt," or by written instructions on a DD Form 2258, "Temporary Mail Disposition Instructions," or a letter. Overseas customers must name only persons who are

authorized MPO privileges by virtue of their own status. The number of authorized agents shall be kept to an absolute minimum. Agents shall not be authorized only to circumvent addressee responsibility to retrieve mail from a PSC or UMR.

V2.C4.5.6. Addressees can refuse mail they do not want to receive. The addressee shall be requested to write "Refused" on the front of the envelope or wrapper, sign, and date. If the addressee declines to make the endorsement the mailclerk or mail orderly shall endorse it "Refused by Addressee," date, and sign. Mail refused by the addressee shall be returned to the serving post office for disposition by its class.

V2.C4.5.6.1. Accountable mail must be refused by the patron at the time of delivery, before receipting for the article.

V2.C4.5.6.2. Non-accountable mail may be refused by the addressee at the time of delivery or after delivery if it is returned unopened.

#### V2.C4.6. GENERAL DELIVERY

PSCs and UMRs that deliver mail through receptacles shall use general delivery service for transients, persons who are on TDY or TAD (provide receptacle service if the individual is TDY or TAD for more than 30 days and sufficient receptacles are available), newly assigned personnel (unless a receptacle has been assigned) until a permanent resident address is established, and permanently assigned personnel when receptacles are not available. Persons entitled to USPS delivery are not authorized general delivery service. Before placing mail in the general delivery case, check each piece of mail against directory cards ensuring that the individual is assigned to the general delivery section. Endorse each piece showing date received. Do not hold mail addressed for general delivery more than 15 days unless information is available indicating that the individual is to arrive.

#### V2.C4.7. DELIVERY OF ACCOUNTABLE MAIL (REGISTERED, NUMBERED, INSURED, CERTIFIED, AND EXPRESS MAIL)

V2.C4.7.1. Personal accountable mail shall be delivered by the serving post office to the addressee. When delivered through a PSC or UMR overseas, the following procedures shall apply:

V2.C4.7.1.1. Use USPS Forms 3849A for initial notification that accountable mail has been received. Prepare the form on the day that article is sorted for delivery and deliver with the nonaccountable mail.

V2.C4.7.1.1.1. Exception. Prepare USPS Form 3849B for initial notification that Express Mail has been received. Express Mail may only be held for 5 working days. A second or final notice shall not be prepared for Express Mail. If Express Mail has not been called for after 5 working days, verify the addressee's status through his or her unit. Make disposition of the mail based on information received from the unit.

V2.C4.7.1.2. Mark the article with the date the notice is prepared and store it separately from non-accountable articles.

V2.C4.7.1.3. If the mail has not been claimed after 5 days, prepare a USPS Form 3849B (Second/Final Notice). Annotate the date of the notice on the article.

V2.C4.7.1.4. If the mail has not been called for after 10 days from the final notice (5 days for registered mail), verify the addressee's status through his or her unit. Make disposition of the mail based on information received from the unit.

V2.C4.7.1.5. Prepare a USPS Form 3849A or 3849B for each undeliverable, express, registered, certified, and numbered insured article. Show the disposition on the back of the form. Sign and date the form. If there are return receipts, leave receipts attached to the article. Show the reason for non-delivery on the return receipt, initial, and postmark the card.

V2.C4.7.1.6. Registered mail shall be stored in the registry section until delivered.

V2.C4.7.1.7. Require positive customer identification before delivering accountable mail. Personal recognition, I.D. card, or U.S. passport identifying the bearer by photograph and signature is acceptable. (See paragraph V2.C4.5.4.)

V2.C4.7.1.8. Accountable personal mail shall be delivered to the addressee or to a person bearing written authorization to receive such mail. Positive identification shall be required before delivery is made. When delivery is made to the addressee, the addressee shall sign the delivery form. If delivered to an agent, the agent shall sign his or her own name. The addressee's written and signed authorization shall be shown on the reverse of the form or be on file at the releasing activity. The name of the person signing the form shall be printed below the signature if the signature is illegible.

V2.C4.7.1.9. File USPS Forms 3849A and 3849B numerically by the last two digits of the identifying article number. The forms shall be commingled in a single

file. A separate file may be established for registered articles if volume warrants. Retain these forms for 2 years.

V2.C4.7.1.10. If a USPS Form 3811, "Return Receipt, Registered, Insured, and Certified Mail," is attached to accountable mail, it shall be signed and dated by the addressee or authorized agent. These receipts shall be returned promptly to the source from whom received.

V2.C4.7.2. When personal accountable mail is received at an MPO for delivery to an addressee served by a UMR or PSC that is not a section of the MPO, a USPS Form 3849A or 3849B shall be prepared by the MPO and given to the mailclerk, who will deliver the form to the addressee. In CONUS, the serving post office shall provide the USPS Form 3849A or 3849B to be delivered to the addressee.

NOTE: When units are isolated geographically from the serving postal activity, unit commanders may authorize mailclerks and mail orderlies to receive and deliver personal accountable mail. This authorization must be in writing and kept on file at the unit and serving postal activity. When this authority is granted, the responsibility to prepare and maintain the USPS Forms 3849A or 3849B also shall be transferred to the unit (see paragraph V2.C4.7.1.1. through V2.C4.7.1.10.). Personal "Restricted Delivery" mail can be handled by mailclerks only if the addressee is located at an area remote from the post office and the addressee requests this in writing.

V2.C4.7.3. Accountable mail shall be covered by a chain of receipts from acceptance by unit mailclerks until delivery has been made to the addressee or mail is returned to the serving post office. Mailclerks must account for accountable mail for which they have signed by producing either the article or an authorized receipt showing transfer. Accountable mail does not have to be receipted for at PSCs that are a section of the serving MPO when handled by civilian or military members designated to work at the MPO.

V2.C4.7.4. The mailclerk shall receipt for accountable mail from the source of pickup. Receipts shall be prepared in duplicate on USPS forms. The duplicate signed copy of the PS form shall remain at the post office. The original copy and the article shall be taken to the mailroom. Before receipting for the accountable mail, the mailclerk shall be certain that all articles listed have been received. Articles shall be checked carefully to ensure they are in good condition and that they have not been tampered with. If wrappers or contents are damaged or torn, the serving postal activity shall repair and endorse them as "Damaged in Handling in the Postal Service."

V2.C4.7.5. When accountable mail is transferred from mailclerks to other authorized individuals, it shall be listed and signed for on USPS Form 3850, "Record of Delivered Registered, Numbered Insured, Certified, and COD Mail," or PSS Form 3883, "Firm Delivery Book - Registered, Certified, and Numbered Insured Mail."

V2.C4.7.6. If the mailclerk has the commander's authority to open official mail, it is considered to be delivered when receipted for at the post office and no further transfer receipts are required.

V2.C4.7.7. Accountable mail received as ordinary mail shall be returned to the serving post office for accountability.

V2.C4.7.8. Official "Restricted Delivery" mail can be delivered to the addressee's agent. Personal "Restricted Delivery" mail shall be given only to the addressee or an agent who has been authorized in writing by the addressee to receive his or her mail.

V2.C4.7.9. When accountable mail is returned to the MPO after being signed for by a unit mail clerk, the clerk shall return this mail by preparing a USPS Form 3877 in duplicate. The original copy shall be given to the MPO with the mail and the duplicate copy shall remain in the book.

#### V2.C4.8. MAIL SERVICE FOR CONFINED PERSONNEL

Mail for personnel confined in a correctional facility shall be processed under Military Service requirements. Return addresses of confined personnel should show a post office receptacle number, building number, or other such identification as may be applicable, but may not indicate that the sender is confined. This also applies to mail forwarded to personnel in confinement.

#### V2.C4.9. OUTGOING MAIL

V2.C4.9.1. The serving post office shall ensure that mail collection boxes are located conveniently for authorized customers to deposit outgoing mail. USPS or MPO postal clerks shall collect outgoing mail from collection boxes to meet dispatch schedules. Unit mailclerks and mail orderlies may not be allowed access to these boxes. If authorized by the installation commander, units that are isolated from the servicing postal activity may establish unit drop boxes for outgoing mail that shall be collected by mailclerks or mail orderlies and delivered to the serving postal activity to meet dispatch schedules.

V2.C4.9.2. Outgoing mail that is received without postage affixed, shall be returned to sender. Mail with no return address and no postage shall be delivered to the serving post office for further processing. Outgoing mail, except international mail received with insufficient postage, shall be endorsed as insufficient postage and dispatched promptly to the addressee. International mail shall be returned to the sender for additional postage.

V2.C4.10. FREE MAILING PRIVILEGE (Section 3401 of title 39, U.S. Code (reference (c)))

V2.C4.10.1. The free mailing privilege is authorized for members of the Military Services on duty in combat areas designated by the President. When authorized, the privilege applies equally to persons who are no longer in a combat area, but due to a wound, disease, or other injury incident to combat in the designated area are hospitalized in any Military Service or Veterans Administration medical center.

V2.C4.10.2. Domestic letter mail or sound-recorded communications having the character of personal correspondence posted under this privilege shall have the word "FREE" written or printed by the mailer in the upper right hand corner where postage ordinarily would be placed.

V2.C4.10.3. For international mail posted under this privilege, the mechanically printed or rubber-stamped words "POSTAGE PAID" and "PORT PAYEE" shall appear instead of "FREE" in the upper right corner of the envelope (address side). Normally, this endorsement shall be affixed at the MPO of dispatch by use of a rubber stamp and shall not be handwritten.

V2.C4.10.4. Mobile units not having post offices may dispatch "FREE" mail originating in a designated combat area through postal facilities located outside the designated area, when necessary. Eligible mail shall be marked "FREE" and tied out separately and shall bear a facing slip with the notation "CERTIFIED TO BE FREE ORIGINATING IN A COMBAT ZONE" with the signature of the mailclerk or mail orderly.

V2.C4.11. INTRA-THEATER DELIVERY SERVICE (IDS) (NOT APPLICABLE TO CONUS)

V2.C4.11.1. IDS allows all individuals and, at the discretion of the theater commander, organizations eligible to use the MPS specified in Volume I, Appendix 1, to



send correspondence to the same or another MPO within the same overseas geographic theater at no cost to the sender. No cost IDS service is indicated by the user writing "MPS" in the upper right hand corner of the envelope. Correspondence bearing any other designation shall not be accepted. Material that is eligible for IDS service is limited to letters, flats, post cards, and audio/video cassettes weighing 12 ounces or less.

V2.C4.11.2. Materials ineligible for IDS service are:

V2.C4.11.2.1. Those sent to and from CONUS or between MPOs where the item must transit CONUS to reach the MPO of address.

V2.C4.11.2.2. Official correspondence.

V2.C4.11.2.3. Correspondence to any foreign or CONUS address.

V2.C4.11.3. Provide directory service promptly for undeliverable as addressed IDS items. Do not forward these items if the addressee has been transferred to CONUS or an MPO that would require the item to transit the USPS mail system. All IDS items that cannot be forwarded or returned shall be forwarded to the MACOM Dead Letter Office that has been established specifically to handle these items.

## V2.C5. VOLUME II, CHAPTER 5

### MAIL DELIVERY RECEPTACLES

#### V2.C5.1. PURPOSE

This chapter covers the issuance, maintenance, and withdrawal of mail delivery receptacles. It also provides guidance for delivery of mail through the receptacles.

#### V2.C5.2. GENERAL

When receptacle mail service is provided by personnel assigned to an MPO, such personnel are acting as USPS agents and are bound by law to USPS regulations. No provision of this chapter is to be waived or supplemented when relating to any mail delivery made by personnel assigned to an MPO.

#### V2.C5.3. ASSIGNMENT OF RECEPTACLES

V2.C5.3.1. In overseas areas, receptacles are assigned for the Service member's exclusive use and shall be used for the delivery of matter outlined in paragraph V2.C5.7.1. Receptacles may not be issued to official and quasi-official activities, except as noted in paragraph C5.3.2.

V2.C5.3.2. In CONUS, receptacles are assigned only to Service members not afforded free mail delivery by the USPS at their quarters address. Installation and separate operating location commanders may make exceptions to this policy for those Service members who, by type of assignment, receive professional papers, journals, and other job-related materials or whose duties prohibit their receiving mail daily at their quarters address. This category includes, but is not limited to, medical doctors, dentists, veterinarians, lawyers, chaplains, single members of alert crews who reside off base, and public health officials. Certain offices that receive privileged mail on a regular basis also may be assigned a receptacle. These include the Inspector General, Military Service Investigative Agencies, Chaplain, Command Surgeon, and the Staff Judge Advocate. Under no circumstances shall receptacles be used to conduct private business.

V2.C5.3.3. Do not assign a receptacle to more than one person. (A sponsor and authorized dependents are considered to be one person.)

V2.C5.3.4. When each member of a married couple has MPO privileges by his or her civilian or military status, each may be assigned a separate receptacle even if the couple is assigned to the same location. They shall be encouraged to share a receptacle.

V2.C5.3.5. Do not charge for a receptacle.

V2.C5.3.6. Rows of receptacles may be closed out, if casing the mail will be simplified and the receptacles are not needed. Normally, close out rows of receptacles by attrition, not by reassigning new ones to members.

V2.C5.3.7. Assign the receptacle that has been unused longest, unless a section or row of receptacles is being closed.

V2.C5.3.8. Record the member's name, date of receptacle issue, receptacle combination, and the combination change date on a DD Form 2262, "Receptacle Record." If the member initiates a USPS Form 3801, annotate DD Form 2262. This will aid in canceling USPS Form 3801 on reassignment.

V2.C5.3.9. Label the rear of each assigned receptacle to identify the member and number. If a dependent living with a sponsor has a different last name, both the sponsor's and the dependent's name shall be on the label.

V2.C5.3.10. In overseas areas, receptacle numbers issued to retirees shall contain the prefix R. The R prefix shall be part of the retiree's address. When retirees are not authorized MPO privileges or reside in CONUS, they may not be issued receptacles.

V2.C5.3.11. The combination shall be given to the member on DD Form 2263, "Mailing Address/Combination Notice," and the member shall be advised to memorize the combination and read the general instructions on that form.

V2.C5.3.12. Under the sponsorship program, an advance receptacle number may be issued if a member or his or her sponsor makes a formal request and sufficient receptacles are available for issue. The receptacle may not be assigned sooner than 90 days before the member's reporting date. The receptacle shall be tagged with DD Form 2258. The due date shall be shown and a red diagonal line drawn across the face of the form to indicate the member is due to arrive. If the member's assignment is canceled, the receptacle shall be reissued. The combination does not have to be changed if the combination was not given to the member. Do not give the combination to anyone other than the Service member or authorized dependents. This procedure shall be used at CONUS PSCs and UMRs only for members residing in dormitories or quarters not served by the USPS. Those members not expected to reside in dormitories or quarters

(i.e., married, senior noncommissioned officers (NCOs) and officers), shall have general delivery service available until a permanent quarters address is established. Mail service may continue for a reasonable period, not exceeding 90 days, after residence is established.

#### V2.C5.4. MAINTENANCE OF RECEPTACLES AND RECEPTACLE RECORD CARDS

V2.C5.4.1. Number receptacles vertically, in rows of nine (for example, 1 through 9 and 11 through 19) either left to right or right to left. (See figure V2.C5.F1.)

V2.C5.4.2. When installing receptacles, numbers used shall be coordinated with the serving postal activity before numbering. Every effort must be taken to avoid duplicating receptacle numbers at facilities served at the same MPO and/or Mail Address Only (MAO) .

V2.C5.4.3. Do not make major repairs to receptacles. Facility engineers are responsible for repair.

V2.C5.4.4. When combination or keylock wheels become difficult to turn, lubricate them by placing a small quantity of powdered or flaked graphite or other lubricating material on the moving parts of the lock.

V2.C5.4.5. Spot check the receptacle windows and doors daily for damage.

V2.C5.4.6. If a receptacle cannot be secured, close it and issue another receptacle to the holder if it cannot be repaired within a reasonable time.

V2.C5.4.7. Use Plexiglas windows when possible.

V2.C5.4.8. Separate receptacle record cards shall be retained for each receptacle.

V2.C5.4.8.1. Forms for assigned receptacles are filed numerically in an active file.

V2.C5.4.8.2. Forms for unassigned receptacles are filed chronologically by closure date in an inactive file.

V2.C5.4.8.3. Forms for unassigned receptacles being closed out are filed numerically in a file marked "Do Not Issue."

## V2.C5.5. CHECKING ASSIGNED RECEPTACLES

V2.C5.5.1. Check each assigned receptacle at least monthly for excessive mail accumulation, old mail, or nonuse. If mail is accumulating in a receptacle and a DD Form 2258 has not been filled out giving hold instructions, contact the Service member or their commander for determining location of the member.

V2.C5.5.2. If the individual is temporarily absent, prepare a DD Form 2258 indicating status of the member. If status is received from another source (i.e., unit commander, 1st Sergeant, etc.), enter the name and phone number of person contacted in the Special Instructions Block. Hold the mail until instructions are received from the addressee, unless the addressee has departed permanently. Annotate the mail directory card with information received and forward or dispose of mail accordingly.

V2.C5.5.3. If the receptacle is assigned to a member who has no commander or unit (such as schoolteachers and retirees) and mail is still unclaimed after 30 days, close the receptacle and return mail to sender endorsed "Unclaimed." Annotate the directory card and all mail received "Moved - Left No Address," and return it to sender. Do not reissue a receptacle to the member unless proof of MPO privilege status can be established. If member continually fails to claim mail from the receptacle but is authorized service, close the receptacle and provide mail through general delivery. When general delivery service is given, advise the member that mail shall be returned to sender as "Unclaimed" if not picked up within 10 days of receipt by the serving activity.

## V2.C5.6. KEYS AND COMBINATIONS

V2.C5.6.1. A keylock cylinder or combination shall be changed any time a key or combination is believed to be compromised and when a receptacle is withdrawn.

V2.C5.6.2. The serial number of the key or the combination shall be recorded on the receptacle record card.

V2.C5.6.3. Supervisors shall ensure that an adequate supply of keylock cylinders are retained where key-type receptacles are installed. Cylinders may be rotated with other separate nests of receptacles; however, a cylinder removed from a nest of receptacles shall not be used in the same nest again for at least 3 months.

V2.C5.6.4. Worn, lost, or broken keys shall be replaced by the activity issuing the receptacle without charge to the members. At least two duplicate keys shall be retained for each receptacle. The combination entered on the receptacle record card is

the only combination retained. Duplicate keys and combinations shall be kept in a safe place out of customer reach.

#### V2.C5.7. DELIVERY OF MAIL THROUGH THE RECEPTACLES

V2.C5.7.1. Only matter bearing postage, official postal notices, or other matter authorized by MPSA or the major command shall be placed in mail delivery receptacles.

V2.C5.7.2. Compare the name on the mail with the name label on the receptacle before placing the mail in the receptacle. When names do not match, route the mail to the directory section for processing. Mail addressed to "Occupant" or "Resident" of a receptacle number shall not be delivered to the member. Endorse with "Insufficient Address," and return mail to the serving post office for proper handling. Mail addressed to "Commander of" an individual shall be delivered as official mail to the commander. Mail addressed to "Commander of" a receptacle number that does not contain an addressee name or unit designation shall be returned to sender endorsed "Insufficient Address."

V2.C5.7.3. If the mail is addressed properly to the receptacle number, a member may receive mail through the receptacle as follows:

V2.C5.7.3.1. When receiving mail through a PSC or UMR that is serviced by the USPS:

V2.C5.7.3.1.1. Personnel assigned a dormitory room may receive mail for themselves or for visiting family members residing in temporary quarters (only for the duration of the visit).

V2.C5.7.3.1.2. Authorized personnel who reside in local communities and are assigned receptacles under provisions outlined in paragraph V2.C5.3.2. may receive mail for themselves and family members if they reside in the household (whether permanent or temporary).

V2.C5.7.3.2. In overseas areas, provisions of paragraphs V2.C5.7.3.1.1. and V2.C5.7.3.1.2. apply. Personnel not authorized MPO privileges are not authorized to receive mail through the receptacle of an authorized user. If unauthorized users are detected receiving mail through the receptacle of an authorized member, the member shall be notified of the infraction and mail returned to sender annotated "Addressee Not Authorized MPO Privileges." Refer to Volume I, Appendix 1, paragraph V1.AP1.2.12., for cases involving such repeated offenses.

V2.C5.7.4. When delivering non-accountable articles that are too large to fit in a receptacle, store for easy retrieval (an example is shown in figure V2.C5.F2.). USPS Form 3907, "Notice To Call At Window," shall be used to notify customers of this mail. Prepare the form the same day the article is sorted for delivery. Enter the storage area, receptacle number, the date, and last name of the addressee on the form. To reduce consumption, forms may be overprinted with lines or laminated. Line through previous entries before reuse of the forms. Postal activities may use substitute forms, or alternate means of notifying customers of oversized mail.

V2.C5.7.5. Use DD Form 2258 for marking receptacles of members who are absent temporarily for any reason. Members shall sign this form, when possible, to show that the forwarding address or instruction for disposition of mail was provided. If a change of status is received from a source other than the member, note the source on the form. Mail shall be held for personnel who are absent temporarily, unless the addressee requests in writing that mail be forwarded or delivered to an agent. In overseas areas, the agent shall be an authorized MPO user. Mail may be held in the receptacle. If the mail accumulates and will not fit in the receptacle, the overflow shall be bundled together and handled as outlined in paragraph V2.C5.7.4.

V2.C5.7.6. Handle mail for personnel who are in confinement, AWOL, or casualties per instructions in Chapter 4. Use DD Form 2258 to mark the receptacle, indicating member's status until the receptacle is closed or status of member changes.

V2.C5.7.7. Place mail addressed to members in proper receptacles immediately after receipt. If the flow of the mail allows and no lengthy delays occur, attempt to place larger items (such as newspapers, magazines, and flats) in receptacles before placing smaller items such as letter mail. If an appreciable delay will occur by using this procedure, place mail in receptacles in the following order: First-class and priority; third- and fourth-class parcel notices; second-class magazines and newspapers; and third-class (circulars, bulk-rate articles, and nonprofit mailings). More than one class of mail may be processed when this action does not result in a delay to the higher priority mail.

## V2.C5.8. WITHDRAWAL OF RECEPTACLES

V2.C5.8.1. Remove all mail from the receptacle and route it to the directory section.

V2.C5.8.2. Remove the name label and block the receptacle with USPS Item 0-53A, "Closures, corrugated," or other suitable device.

V2.C5.8.3. Remove the receptacle record card from the active file and record the date of receptacle closure.

V2.C5.8.4. Change the keylock cylinder or combination and record the key serial number or new combination and date of change on the receptacle record card.



Figure V2.C5.F1. Numbering Receptacles

1	11	21	31	41	51
2	12	22	32	42	52
3	13	23	33	43	53
4	14	24	34	44	54
5	15	25	35	45	55
6	16	26	36	46	56
7	17	27	37	47	57
8	18	28	38	48	58
9	19	29	39	49	59

61	71	81
62	72	82
63	73	83
64	74	84
65	75	85
66	76	86
67	77	87
68	78	88
69	79	89

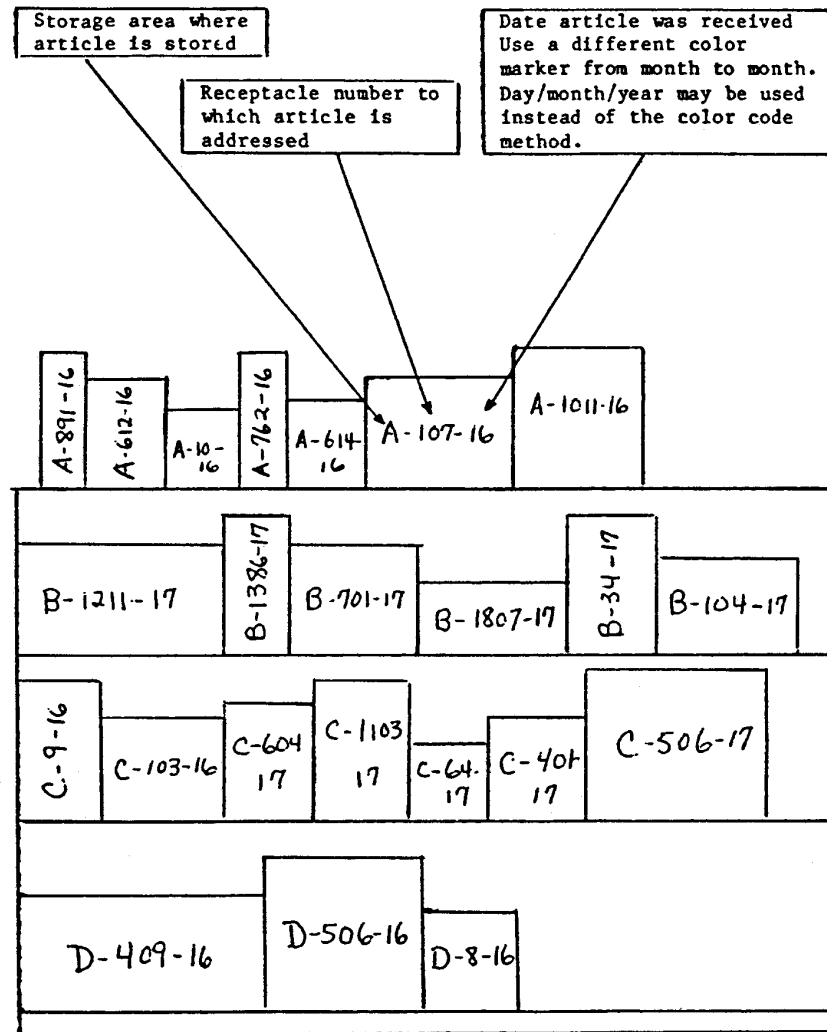
NUMBERING LEFT TO RIGHT

81	71	61	51	41	31
82	72	62	52	42	32
83	73	63	53	43	33
84	74	64	54	44	34
85	75	65	55	45	35
86	76	66	56	46	36
87	77	67	57	47	37
88	78	68	58	48	38
89	79	69	59	49	39

21	11	1
22	12	2
23	13	3
24	14	4
25	15	5
26	16	6
27	17	7
28	18	8
29	19	9

NUMBERING RIGHT TO LEFT

Figure V2.C5.F2. A Sample Storage Bin For Easy Sorting and Identification of Articles and Identification of Articles Awaiting Delivery



## V2.C6. VOLUME II, CHAPTER 6

### DIRECTORY SERVICE

#### V2.C6.1. PURPOSE

This chapter contains instructions for the development and maintenance of a postal directory file and establishes procedures for processing undeliverable-as-addressed mail.

#### V2.C6.2. GENERAL

V2.C6.2.1. All postal activities providing mail delivery services to authorized patrons shall maintain a directory file for those personnel receiving mail through their facility. Postal directories shall not be used as a base locator. Commanders may establish area or central directories where desired. MPOs normally shall not maintain postal directory cards for personnel who are served through an MAO or subordinate UMR. Directory files shall include all personnel served including those on TDY or TAD, those scheduled to arrive, and those permanently departed.

V2.C6.2.2. MPOs shall provide directory service for all classes of improperly addressed official mail. Postal activities experiencing recurring problems with official mailers not using correct mailing addresses should report the problem to the MACOM postal activity. Problems that cannot be resolved in the command then should be forwarded to MPSA for resolution.

V2.C6.2.3. Separate address correction service requests shall not be honored. Any fees received with these requests shall be returned to the sender. Provide a cover letter explaining that this service is not available at MPOs, PSCs, or UMRs. "On piece" requests for address correction shall be treated per Tables V2.C6.T1. through V2.C6.T5.

#### V2.C6.3. POSTAL DIRECTORY

V2.C6.3.1. The directory shall be arranged alphabetically by last name in one file, regardless of status or rank.

V2.C6.3.2. Postal directory information for members presently served, minimally shall contain name (last, first, and middle initial), grade, organization, and mailing address (PSC receptacle number, and unit). Annotate dependent first names, middle initials, and last names when differing from the sponsor on the directory card.

V2.C6.3.3. Postal directory information for Service members who have departed shall include date departed, purge date, and forwarding address, and a projected reporting date (arrival date). Separation, or transfer points shall not be listed as a forwarding address excepting U.S. Army personnel who do not have a direct assignment and are assigned to an overseas replacement activity. Their mail should be forwarded to the appropriate casual mail directory. (Projected arrival or due dates are extremely important when forwarding mail for members being assigned overseas.)

V2.C6.3.4. If a member has dependents with a different last name, a separate card shall be prepared and filed. This card shall be cross-referenced with sponsor card and shall be maintained in an identical manner. A separate card shall be prepared and cross-referenced for members who have a name change.

V2.C6.3.5. When a member is no longer served by the postal activity, code the directory card for destruction in 6 months. For instance, if a member departs in May 1985, code the directory file for destruction in December 1985. If the member was assigned temporarily as a projected gain who has been canceled, in student or patient status 6 months or less, code the directory card for destruction in 3 months; for example, if the individual is a May departure, code the card for September destruction.

V2.C6.3.6. During the first work week of each month, the directory file shall be screened and all expired cards shall be removed and destroyed.

V2.C6.3.7. Computer listings or electronic storage may be used instead of card files, if the above requirements are met. Electronically stored directories need not be filed alphabetically if a search-by-name can be done efficiently. Changes shall be posted daily and an up-to-date listing maintained.

#### V2.C6.4. MAIL NOT ENTITLED TO DIRECTORY SERVICE

V2.C6.4.1. First-class mail that is received from one mailer in quantities of 20 or more, addressed insufficiently or wrongly, or contains an obviously incorrect or identical receptacle number used simply to obtain directory service shall be returned to sender endorsed "Insufficient Address." Mail received from mailers who continuously mail quantities of less than 20 letters simply to circumvent this paragraph also shall be returned to sender endorsed "Insufficient Address." (Exception: This does not apply to official mailings from any Federal Agency.) First-class mail received with a Federal Government return address shall be provided directory service and not returned to the sender. Postal activities experiencing recurring problems with Federal Government

mailings should report these problems to MPSA through the MACOM postal activity for resolution.

#### **V2.C6.5. DIRECTORY MAIL**

V2.C6.5.1. Directory mail is mail that cannot be delivered as addressed because of an incomplete or incorrect mailing address.

V2.C6.5.2. Write in omitted elements of the name, if known.

V2.C6.5.3. Draw a single diagonal line through the incorrect lines of the address

V2.C6.5.4. Make endorsements neat and legible, using the minimum space required. Rubber stamps or gummed labels may be used for endorsements.

V2.C6.5.5. Endorsements shall be placed on the front of mail, when possible. The initial forwarding address shall be placed below and to the right of the original address. After all available space on the front of the mail is used, write "over" on the front and place additional endorsements on the back. Gummed labels may be placed over old addresses to give additional writing space. The name of the addressee shall not be written or stamped over or covered by gummed labels.

V2.C6.5.6. If the member has departed on permanent change of station and mail is being forwarded using a military unit as the forwarding address, include an "arrival date." This is not necessary once the arrival date is past. Mail being forwarded to a central directory or overseas casual mail directory should contain the addressee's SSN.

V2.C6.5.7. Each piece of mail given directory service shall be back-stamped to indicate the date of receipt. If the directory mail is not processed on date of receipt, date forwarded or returned to sender shall also be annotated with the clerk's initials.

V2.C6.5.7.1. Units having a large volume of directory mail are authorized to postmark such mail on the reverse side of the address by machine, instead of manually back-stamping.

V2.C6.5.8. MPO personnel shall monitor directorized mail being returned by unit mailclerks to ensure that the mail is endorsed neatly and properly. If illegible or incorrect endorsements are frequently noted after the unit mailclerk has been briefed on correct directory procedures, the unit commander or postal officer shall be advised.

V2.C6.5.8.1. Mail that has been directorized by unit mailclerks shall be returned to the serving postal facility separate from uncanceled mail.

V2.C6.5.9. Mail addressed for general delivery shall be provided priority directory service. Endorse each piece showing date received. Do not hold mail addressed for general delivery more than 15 days unless information is available indicating the individual is due to arrive (see paragraph V2.C6.6.4.).

#### V2.C6.6. PROCESSING INSTRUCTIONS FOR UNDELIVERABLE-AS-ADDRESSED MAIL

V2.C6.6.1. All priority-, first-, fourth-, and third-class mail of single piece rate, annotated that forwarding postage is guaranteed, shall be endorsed with a forwarding address (if one is available) and forwarded to the addressee. Priority-, third-, and fourth-class mail also shall be endorsed "Change of Address Due to Official Orders." If the mail has an endorsement that restricts forwarding, it shall be returned to the sender.

V2.C6.6.2. Second-class mail that is undeliverable-as-addressed shall be handled as outlined in Table V2.C6.T2. The following additional instructions apply:

V2.C6.6.2.1. All second-class mail for overseas personnel reassigned in an area served by the same postmaster (for example, APO NY 09XXX to 09XXX) or CONUS personnel reassigned in CONUS shall be forwarded for 60 days after the Service member's departure. Directory clerks shall endorse this mail "Advise Your Correspondent or Publisher of Your Correct Mailing Address" and "Change of Address Due to Official Orders."

V2.C6.6.2.2. All second-class mail (except newspapers) addressed to personnel who have been reassigned to an area not served by the same postmaster (for example, APO NY 09XXX to CONUS, or CONUS personnel reassigned overseas) shall be forwarded for 60 days following the member's departure. Directory clerks shall endorse this mail "Change of Address Due to Official Orders" and "Advise Your Correspondent or Publisher of Your Correct Mailing Address." Newspapers (and magazines) that cannot be forwarded shall be disposed of as outlined in paragraph V2.C6.6.2.3.

V2.C6.6.2.2.1. Exception: In the Pacific theater of operations (between APO/FPO San Francisco 96XXX and APO/FPO Seattle 98XXX MPOs), all

second-class mail shall be treated as if the MPO is serviced by the same postmaster when forwarding second-class mail.

V2.C6.6.2.3. The first copy of undeliverable second-class mail that is received shall be handled as follows:

V2.C6.6.2.3.1. USPS Form 3579, listing the forwarding address and marked "Not Deliverable as Addressed-Unable to Forward," shall be affixed near the old address. PSCs and UMRs serviced directly by the USPS shall return the publication to the serving post office for processing.

V2.C6.6.2.3.2. At APOs/FPOs that portion of the publication, wrapper, or envelope containing the old address and the completed USPS Form 3579 shall be mailed in a USPS envelope to the sender, with postage due for each notice (see Part 412.2, DMM (reference (d))). More than one form may be mailed to the same addressee in one envelope; however, the postage due shall be rated per each contained form.

V2.C6.6.2.3.2.1. USPS Forms 3579 for second-class matter published in overseas areas and mailed at an MPO shall be mailed to the home office of the publication in the United States.

V2.C6.6.2.3.2.2. Non-U.S. magazines (published in a foreign country) received for personnel who have been reassigned shall be forwarded for a period of 60 days following the member's departure. Directory clerks shall endorse this mail "Change of address due to official orders" and "Advise your correspondent or publisher of your correct mailing address." Non-U.S. newspapers and magazines that cannot be forwarded shall be disposed of as outlined in paragraph V2.C6.6.2.3.4.

V2.C6.6.2.3.2.3. A record of USPS Forms 3579 shall be prepared. The name of the publication and date of notification shall be indicated on the directory card, computer file, or log to prevent sending duplicate notifications to publishers.

V2.C6.6.2.3.2.4. Publications received after the 60 day forwarding period has expired and notification to publishers has been made (paragraph V2.C6.6.2.3.) may be distributed by MPOs and/or FPOs to military hospitals, chaplains, dormitories, recreation services, or turned over to the nearest DoD property disposal office as salvage paper, or treated as waste. Remove address labels before release. UMRs and PSCs served directly by USPS shall return such publications to the serving post office. They shall be endorsed "Forwarding Period Expired - Undeliverable as Addressed."

V2.C6.6.3. Hold mail for personnel who are AWOL for 30 days. After the 30th day, the following procedures apply:

V2.C6.6.3.1. Endorse first- and fourth-class mail "Moved, Left No Address" and return to sender. Do not mark this type of mail as "Change of Address Due to Official Orders."

V2.C6.6.3.2. Prepare a USPS Form 3579 for each second-class publication, endorse with "Moved, Left No Address," forward the USPS Form 3579 with the address label to the publisher, or return the publication with the USPS Form 3579 affixed to the serving post office. (See paragraph V2.C6.6.2.3.)

V2.C6.6.3.3. Handle third-class mail per Tables V2.C6.T3. and V2.C6.T4.

V2.C6.6.4. Mail addressed for members due to arrive shall be handled as follows:

V2.C6.6.4.1. If the member is due to arrive, hold mail 15 days past the anticipated arrival date. If mail is unclaimed at that time, but the member is still expected to arrive because mail is being forwarded, sender has the same last name, or for similar reason then hold the mail for an additional 15 days or 30 days past the anticipated arrival date.

V2.C6.6.4.2. If the mail is still undeliverable at the end of the 30-day period, it shall be endorsed "Attempted - Not Known" and returned to sender if there is no further indication that the member is due to arrive later.

V2.C6.6.4.3. Screen mail being held for personnel against the directory, at least weekly.

V2.C6.6.5. Mail received from unit mailclerks endorsed "Attempted - Not Known" may not be held at MPOs unless their records indicate the member is due to arrive. If the addressee is due to arrive, endorse the mail with the arrival date and return to the appropriate UMR.

V2.C6.6.6. Mail addressed in care of a sponsor shall be treated in the same manner as the sponsor's mail. If the sponsor cannot be identified, endorse the mail "Attempted - Not Known" and return to sender.

V2.C6.6.7. Mail that cannot be delivered, forwarded, or returned to sender and becomes dead mail, for any reason, shall be handled as follows:

V2.C6.6.7.1. MPOs shall forward all Express Mail, first-class mail (including postal and postcards), third-class single piece rate mail and fourth-class mail



that cannot be forwarded or returned to the gateway dead letter branch or dead parcel branch for disposition. (Domestic Mail Manual, Section 159.412, reference (d)). Complete a USPS Form 3849A or USPS Form 3849B showing the disposition of accountable mail.

V2.C6.6.7.2. Second-class mail shall be handled as shown in paragraph V2.C6.6.2.3.

V2.C6.6.7.3. Third-class mail shall be handled per Table V2.C6.T3.

V2.C6.6.7.4. UMRs served by MPOs and CONUS PSCs shall return all such mail to the serving post office endorsed "No Record."

V2.C6.6.8. Mail addressed to personnel or elements at overseas locations who are not authorized MPO privileges (including mail addressed in care of an authorized user) shall be endorsed "Addressee Not Authorized MPO Privileges" and returned to sender. If the mail is addressed in care of a member, notify the member of the infraction.

V2.C6.6.9. Voting and balloting material shall be provided directory service immediately when it cannot be delivered as addressed. If the material is undeliverable and a forwarding address is not known, immediately return the material to sender and properly mark the material with the reason for return. Do not hold for personnel due to arrive, unless they are due in 30 days after receipting of the material. Tie or tray all returned or forwarded balloting material on top of letter bundles or in front of tray.

V2.C6.6.10. Undeliverable catalogs shall be disposed of as follows:

V2.C6.6.10.1. If overseas, the wrapper or label, or both, shall be removed and destroyed (this also applies to catalogs bearing the endorsement "Return Postage Guaranteed"). The catalog then may be given to any authorized patron or placed in the MPO lobby for patron use.

V2.C6.6.10.2. If in CONUS, the catalog shall be endorsed "Undeliverable as Addressed" and returned to the serving post office.

V2.C6.6.11. Undeliverable income tax packages that cannot be delivered by the postal activity of address shall be released to the local staff office responsible for distributing tax packages after all address labels are removed. Postal bulletins pertaining to non-release of income tax packages do not apply at MPOs.

V2.C6.6.12. Perishable items that carry a required delivery date (RDD) and cannot be forwarded or returned before spoiling shall be disposed of as waste. Dispose of as waste any perishables obviously spoiled when received. Always destroy perishables in the presence of a witness. Notify the sender and the addressee, and retain a copy of notification in post office files.

#### V2.C6.7. MAIL FOR UNITS RETURNED TO THE UNITED STATES/INACTIVATED UNITS

V2.C6.7.1. Responsible commanders shall notify the JMPA at the gateway of dates to discontinue dispatching mail and of the forwarding addresses of units returning to the United States.

V2.C6.7.2. Personal mail received after departure and/or inactivation of units shall be given directory service at the MPO of address.

V2.C6.7.3. Non-accountable official mail and personal parcels and first-class mail for personnel who departed with that unit shall be forwarded to the new address. When volume warrants, this mail may be made up into direct ties, bagged without individual readdressing, and labeled for mailing directly to the unit.

V2.C6.7.4. Accountable mail shall be readdressed and dispatched individually to the serving post office of the installation where the unit was reassigned.

V2.C6.7.5. Second-class mail and third-class miscellaneous printed matter shall be disposed of as outlined in paragraphs V2.C6.6.1. through V2.C6.6.2.

V2.C6.7.6. Catalogs shall be disposed of as outlined in paragraph V2.C6.6.10. (Exception: Aboard all U.S. Navy ships, catalogs shall be disposed of as outlined in paragraph V2.C6.6.10.1.)

V2.C6.7.7. Direct pouches for returned units shall be returned intact.

#### V2.C6.8. MAIL DIRECTORY SERVICE FOR DECOMMISSIONED SHIPS AND DISESTABLISHED STATIONS

V2.C6.8.1. The administrative commander for ships, mobile units, and naval bases or the area commander for other decommissioned or disestablished activities shall designate an activity to do directory service for mail received for the decommissioned

unit. Directory service shall be done by the designated command for a 60-day period after decommissioning. During that time, personal mail shall be forwarded and official mail opened and screened for necessary action or other disposition. Mail received after expiration of the 60-day period shall be returned to the sender and endorsed to show the activity decommissioned, with the following exception:

After the 60-day mail directory service expires, obvious supply parcels addressed to decommissioned units continuously shall be forwarded to the commander for disposition, pending publication of the decommissioning in DoD Directive 4000.25 (reference (e)), Part I of the Standard Navy Distribution List (SNDL) (reference (f)), and List of Marine Corps Activities (reference (g)). Obvious supply parcels received at the JMPAs after publication in these documents shall be returned to sender endorsed to indicate that the unit has been decommissioned.

V2.C6.8.2. Official mail addressed to a U.S. ship shall not be forwarded unopened to the new title of that ship when it has been stricken from the SNDL and transferred to a foreign government or to merchant marine service.

V2.C6.8.3. Personnel currently assigned as postal clerks, mail orderlies, or to duties involving the receipt and delivery of unopened mails shall not be assigned duties involving opening and screening of official mail.

V2.C6.8.4. Commanding officers of ships and activities being decommissioned or placed in the reserve fleet shall furnish the designated activity with a complete directory of officers and enlisted personnel showing the new duty station or, in the case of those separated from the Service, the forwarding address furnished by the individual. The designated activity shall destroy this directory information upon completion of the 60-day directory service.

V2.C6.8.5. The command being inactivated shall inform the mail routing authority or postmaster of the date desired for routing of mail to the unit that will provide directory service for the decommissioned unit.

## V2.C6.9. HANDLING MAIL FOR CASUALTIES

V2.C6.9.1. Under no circumstances shall mail for casualties be returned to sender or forwarded to next of kin until absolute verification is obtained that next of kin have been notified. This information can be obtained from the Summary Court Officer, U.S. Air Force; Casualty Mail Section (Army and Marine Corps); or command element (Navy). This mail may be held as long as necessary to prevent inadvertent disclosure of

casualty status before official notification of next of kin. Once next of kin have been notified positively, the mail shall be returned to sender or forwarded to next of kin with authorized endorsement (see paragraph V2.C6.9.6.). Jointly addressed mail is delivered as addressed by the sender when one of the addressees can receive it at the place of address. Jointly addressed mail not deliverable at the place of address, along with other mail addressed to the deceased, other than Federal Government checks that are returned to sender, may be delivered to the executor or administrator. Such mail is then considered delivered to the addressee and is subject to the disposition of the executor or administrator.

V2.C6.9.2. Mail for casualties shall be endorsed by the serving activity or casualty mail section (see paragraph V2.C6.9.6.). If the UMR affixes the endorsements, the mail shall be returned to the serving postal facility. Mail received at an overseas MPO that has been endorsed by mailclerks shall be checked as follows:

V2.C6.9.2.1. Ensure that the format of endorsement is correct and back-stamp each article to indicate date forwarded.

V2.C6.9.2.2. Mail endorsed to a specific hospital shall be direct ties, bagged if volume warrants, and dispatched directly to the hospital.

V2.C6.9.2.3. Mail endorsed "Search" shall be sent to the casualty mail section for verification and then returned to sender.

V2.C6.9.4. Casualty mail sections shall maintain directory cards on personnel reported as deceased, missing, captured, and interned. Information required for maintaining these cards shall be obtained from any source available for keeping them accurate and current.

V2.C6.9.5. Hospital mail sections shall maintain directory cards on all admitted patients and evacuees. The cards shall contain the information required in paragraph V2.C6.3.

V2.C6.9.6. Authorized endorsements for casualty mail are as follows:

V2.C6.9.6.1. Deceased- when the member has died and next of kin has been notified.

V2.C6.9.6.2. Search- when the member's status is unknown and the mail is being forwarded to the MPO or casualty mail section.

V2.C6.9.6.3. Patient- when the member has been hospitalized and the hospital is known (also include the current hospital address).

V2.C6.9.6.4. Hospital Search- when the member is evacuated through medical channels to an unknown hospital. (This mail is being forwarded to a casualty mail section.)

Table V2.C6.T1. Treatment of Undeliverable-as-Addressed Express Mail, First-Class Mail including Postal and Postcards, and First-Class Zone Rated (Priority) Mail

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:	MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:
1	NO ENDORSEMENT	Forward. If a forwarding address is unknown return to sender endorsed with reason for non-delivery. Endorse all Priority Mail with "Change of Address Due to Official Orders."	Forward. If a forwarding address is unknown return to sender endorsed with reason for non-delivery. Endorse all Priority Mail with "Change of Address Due to Official Orders."
2	ADDRESS CORRECTION REQUESTED		
3	FORWARDING AND ADDRESS CORRECTION REQUESTED		
4	DO NOT FORWARD	Do not forward. Endorse piece "Undeliverable as Addressed," and return to sender.	Do not forward. Endorse piece "Undeliverable as Addressed," and return to serving post office.
<p>Note 1. All Express Mail, First-Class Mail (including zone rated Priority Mail and postal and postcards) that cannot be forwarded or returned is sent to the serving dead letter branch or dead parcel branch for disposition.</p> <p>Note 2. The following endorsements or their variations are not authorized for Express Mail, First-Class Mail including Postal and Postcards, and First-Class Zone Rated (Priority) Mail. If mail of this type is received with these endorsements handle IAW Rule 1 above.</p> <p>Forwarding and Return Postage Guaranteed.  Forwarding and Return Postage Guaranteed, Address Correction Requested.  Return Postage Guaranteed.</p>			

Table V2.C6.T2. Treatment of Undeliverable-as-Addressed Second-Class Mail

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:	MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:
1	NO ENDORSEMENT	Forward all second-class for a period of 60 days. Endorse each piece "Change of Address Due to Official Orders". (See Note 1.)  After 60 days or if a forwarding address is unknown, attach a completed USPS Form 3579 to the portion of the wrapper, cover, or envelope with the old address and place in a USPS envelope and address to the sender. Compute the postage for each form enclosed. (See Part 412.2. of the DMM (reference (d)).)	Forward all second-class for a period of 60 days. Endorse each piece "Change of Address Due to Official Orders". (See Note 1.)  After 60 days or if a forwarding address is unknown, attach a completed USPS Form 3579 to the wrapper, cover, or envelope and return the entire publication to the serving post office.
2	RETURN POSTAGE GUARANTEED	Forward for 60 days. Endorse each piece "Change of Address Due to Official Orders."  After 60 days or if a forwarding address is unknown, return the item to sender with the new address or reason for non-delivery. Mark the item "Postage Due," but do not compute the postage.	Forward for 60 days. Endorse each piece "Change of Address Due to Official Orders."  After 60 days or if a forwarding address is unknown, return the item to sender with the new address or reason for non-delivery. Mark the item "Postage Due," but do not compute the postage.
<p>Note 1. Newspapers shall be forwarded for personnel reassigned in an area served by the same postmaster for 60 days. (For example, APO New York 09XXX to 09XXX or CONUS Personnel reassigned with CONUS.) If newspapers are received for individuals reassigned to an area not served by the same postmaster (for example, APO New York 09XXX to CONUS or CONUS personnel reassigned overseas) they shall not be forwarded. (See paragraph V2.C6.6.2.3.)</p> <p>Note 2. Second-class received after USPS Form 3579 action has been completed shall be handled IAW paragraph V2.C6.6.2.3.2.4.</p> <p>Note 3. The following endorsements or their variations are not authorized for second-class mail. If second-class mail is received with these endorsements, process the mail IAW Rule 1, above.</p> <p>Address Correction Requested Forwarding and Address Correction Requested Do Not Forward Forwarding and Return Postage Guaranteed Forwarding and Return Postage Guaranteed, Address Correction Requested</p>			

Table V2.C6.T3. Treatment of Undeliverable-as-Addressed Third-Class Bulk Business-Rate Mail

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:	MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:
1	NO ENDORSEMENT OR DO NOT FORWARD	Unit mailclerks and mail orderlies will endorse each piece as "Undeliverable as Addressee" and return to the serving MPO.	Endorse each piece as "Undeliverable-as-Addressed" and return to the serving USPS facility.
2	ADDRESS CORRECTION REQUESTED	MPOs shall not forward or return this mail. Destroy as waste. (See Part 159.412 of the DMM (reference (d)).)	
3	FORWARDING AND RETURN POSTAGE GUARANTEED	Forward and endorse "Change of Address Due to Official Orders." If a forwarding address is unknown, return to sender is unknown, return to sender endorsed "Undeliverable as Addressed" and "Postage Due" but do not compute the postage.	Forward and endorse "Change of Address Due to Official Orders." If a forwarding address is unknown, return to sender endorsed as "Undeliverable as Addressed" and "Postage Due" but do not compute the postage.
5	FORWARDING AND RETURN POSTAGE GUARANTEED, ADDRESS CORRECTION REQUESTED*		
6	DO NOT FORWARD, ADDRESS CORRECTION REQUESTED, RETURN POSTAGE GUARANTEED **	Do not forward. Return the piece to sender endorsed "Undeliverable as Addressed" and "Postage Due," but do not compute the postage.	Do not forward. Return the piece to sender endorsed "Undeliverable as Addressed" and "Postage Due," but do not compute the postage.
<p>* The authorized abbreviation for this endorsement is "FTW &amp; RET-Postage Guaranteed-ACR."</p> <p>** The authorized abbreviation for this endorsement is "Do Not Forward-ACR-RPG."</p> <p>Note 1. The following endorsements or their variations are not authorized for third-class mail. If Third-Class Bulk Business-Rate Mail is received with these endorsements, handle IAW Rule 1.</p> <p>Forwarding and Address Correction Requested Return Postage Guaranteed</p>			

Table V2.C6.T4. Treatment of Undeliverable as Addressed Third-Class Single Piece Rate Mail

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:	MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:
1	NO ENDORSEMENT	Forward. Endorse mail with "Change of Address Due to Official Orders." If a forwarding address is unknown, endorse mail "Undeliverable as Addressed" and "Postage Due," but do not compute the postage.	Forward. Endorse mail with "Change of Address Due to Official Orders." If a forwarding address is unknown, endorse mail as "Undeliverable as Addressed" and "Postage Due," but do not compute the postage.
2	FORWARDING AND RETURN POSTAGE GUARANTEED		
3	FORWARDING AND RETURN POSTAGE GUARANTEED, ADDRESS CORRECTION REQUESTED.*		
4	DO NOT FORWARD, ADDRESS CORRECTION REQUESTED, RETURN POSTAGE GUARANTEED **	Do not forward. Return the piece to sender endorsed "Undeliverable as Addressed" and "Postage Due," but do not compute the postage.	Do not forward. Return the piece to sender endorsed "Undeliverable as Addressed" and "Postage Due," but do not compute the postage.
5	ADDRESS CORRECTION REQUESTED		
6	DO NOT FORWARD	Endorse each piece as "Undeliverable as Addressed" and forward to the appropriate USPS Dead Parcel Branch for disposition. (See Part 159.561 of DMM (reference (d)).)	Endorse each piece as "Undeliverable as Addressed" and return to the serving USPS facility.
<p>* The authorized abbreviation for this endorsement is "FTW &amp; RET-Postage Guaranteed-ACR."</p> <p>** The authorized abbreviation for this endorsement is "Do Not Forward-ACR-RPG."</p> <p>Note 1. The following endorsements or their variations are not authorized for third-class mail. If Third-Class Single Piece Rate Mail is received with these endorsements, handle IAW Rule 1.</p> <p>Forwarding and Address Correction Requested Return Postage Guaranteed</p>			



Table V2.C6.T5. Treatment of Undeliverable-as-Addressed Fourth-Class Mail

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:	MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:
1	NO ENDORSEMENT	Forward. Endorse mail with "Change of Address Due to Official Orders." If a forwarding address is unknown, endorse mail "Undeliverable as Addressed" and "Postage Due," but do not compute the postage.	Forward. Endorse mail with "Change of Address Due to Official Orders." If a forwarding address is unknown, endorse mail as "Undeliverable as Addressed" and "Postage Due," but do not compute the postage.
2	ADDRESS CORRECTION REQUESTED		
3	FORWARDING AND RETURN POSTAGE GUARANTEED		
4	FORWARDING AND RETURN POSTAGE GUARANTEED, ADDRESS CORRECTION REQUESTED.*		
5	DO NOT FORWARD, ADDRESS CORRECTION REQUESTED, RETURN POSTAGE GUARANTEED**	Endorse each piece as "Undeliverable as Addressed" and "Postage Due" and return to sender.	Endorse each piece as "Undeliverable as Addressed" and "Postage Due" and return to sender.

Table V2.C6.T5. Treatment of Undeliverable-as-Addressed Fourth-Class Mail (Cont.)

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:	MILITARY POSTAL DIRECTORY SERVICED BY THE USPS SHALL:
6	DO NOT FORWARD	Endorse each piece as "Undeliverable as Addressed" and forward to the appropriate USPS Dead Parcel Branch for disposition. (See Part 159.561 of DMM (reference (d)).)	Endorse each piece as "Undeliverable as Addressed" and return to the serving USPS facility.
<p>* The authorized abbreviation for this endorsement is "FTW &amp; RET-Postage Guaranteed-ACR."</p> <p>** The authorized abbreviation for this endorsement is "DNF-ACR-Return Postage Guaranteed."</p> <p>Note 1. All Fourth-Class Mail that cannot be forwarded or returned is sent to the serving USPS Dead Parcel Post Branch for disposition.</p> <p>Note 1. The following endorsements or their variations are not authorized for fourth-class mail. If Fourth-class mail is received with these endorsements, handle IAW Rule 1.</p> <p>Forwarding and Address Correction Requested</p> <p>Return Postage Guaranteed</p>			

Table V2.C6.T6. How to Endorse Mail

RULE	IF THE ADDRESSEE IS:	THEN ENDORSE MAIL:	AND:
1	AWOL (over 30 days)	Moved, Left No Address	Return to Sender
2	Unknown	Attempted-Not Known	
3	Reassigned	With current forwarding address	Forward to Addressee
4	TDY/TAD with parent unit (See Note)	With TDY/TAD location address	
5	TDY/TAD without parent unit (See Note)	With TDY/TAD unit and location address	
6	Hospitalized (non-casualty)	With the hospital address (Include Ward and Room number if known)	
7	Due to arrive	With date of receipt	See paragraph V2.C6.6.4.
8	Casualty		See section V2.C6.9.
	IF THE MAIL IS:	THEN ENDORSE MAIL:	AND:
9	Missent	Missent to (include your unit/MPO number)	Forward to Addressee
10	Opened by mistake	Opened by Mistake (if possible have the person that opened the mail sign their name next to the endorsement)	
11	Balloting material		See paragraph V2.C6.6.9.
12	Addressed illegibly	Illegible	Return to Sender
13	Addressed to a receptacle number not assigned the MPO and correct number is not known	No Such Number	
14	Fails to bear a receptacle number or unit designation and the correct address is unknown	Insufficient Address	

Table V2.C6.T6. How to Endorse Mail (Cont.)

RULE	IF THE ADDRESSEE IS:	THEN ENDORSE MAIL:	AND:
15	Refused by the addressee	"Refused" or "Refused by Addressee"	
16	Abandoned (General Delivery not called for in 15 days/Receptacle mail not called for (see paragraph V2.C5.5.3.))	Unclaimed	
17	Undeliverable-as-addressed third-class bearing the endorsement "Return Postage Guaranteed"	Undeliverable as Addressed" and "Postage Due"	
18	Addressed to "Commander of" a receptacle number but does not contain the addressee's name or unit designation	Insufficient Address	
Note: Rules 4 and 5 apply only when the addressee has requested forwarding service.			

## V2.C7. VOLUME II, CHAPTER 7

### POSTAL OFFENSES AND LOSSES

#### V2.C7.1. PURPOSE

This chapter establishes procedures for handling and reporting postal losses and offenses occurring at the UMR and PSC that are not part of the operation of an MPO. Requirements are provided for designating investigating officers. Procedural information for preparing and processing report of investigations for such cases also is included. Information concerning postal offenses and losses occurring at the MPO level is contained in Volume I, Chapter 13.

#### V2.C7.2. GENERAL

V2.C7.2.1. The Department of Defense is responsible for ensuring USPS is reimbursed for the loss of funds, postage stock, and accountable mail because of embezzlement, negligence, or theft while in the custody of the MPS. Investigations by the Military Services may be required to determine individual liability. In this chapter, the term "investigating officer" is defined as a commissioned officer, warrant officer, or senior enlisted person (E-7 through E-9) appointed to investigate postal offenses or losses.

V2.C7.2.2. The proper use of postal effects and supplies and the protection and timely transmission of mail are essential elements of an effective and efficient postal system. The administration of the MPS shall focus on maintaining these elements under the USPS-DoD Postal Agreement (reference (a)) and with DoD Service standards.

V2.C7.2.3. Postal offenses are occurrences that violate laws, agreements, or USPS and DoD regulations and that jeopardize the security of mail and other USPS and DoD property. These offenses include the following:

V2.C7.2.3.1. Mailing of illegal drugs, pornographic material, or other prohibited matter. UMRs and PSCs shall contact their serving post office for guidance.

V2.C7.2.3.2. Theft, rifling, delay, destruction, or interception of mail while under jurisdiction or custody of the MPS, at all levels.

V2.C7.2.3.3. Alteration, destruction, or other unauthorized disposition of postal records.

V2.C7.2.3.4. Use of the mails to defraud.

V2.C7.2.3.5. Robbery, burglary, or forceful entry of military postal activities.

V2.C7.2.3.6. Unauthorized use of MPS privileges.

### V2.C7.3. POSTAL OFFENSE REPORTING

V2.C7.3.1. Command responsibilities and required actions involving postal offenses described in paragraph V2.C7.2.3. are outlined in figures V2.C7.F1. and V2.C7.F2.

V2.C7.3.2. The initial report to the MPSA shall be made by electronic message within 24 hours of discovery. Address, format, and content shall conform with instructions in figure V2.C7.F3. Submit monthly follow-up reports until the case is closed.

V2.C7.3.3. The MPSA shall assign a case number for reference purposes and take action.

V2.C7.3.4. All subsequent correspondence on reported offenses shall reference the case number assigned by the MPSA and any other case numbers established by the Military Services' Investigative Agencies.

V2.C7.3.5. Reports required under this chapter are additional to investigations being done by other Agencies, such as by Criminal Investigation Division (CID), Naval Investigation Service (NIS), and Office of Special Investigations (OSI).

### V2.C7.4. CATASTROPHES

V2.C7.4.1. If a postal facility (UMR and/or PSC) is damaged as a result of fire, hurricane/typhoon, earthquake, flood, explosion, or enemy action, the incident shall be reported through command channels to MPSA in 96 hours. The contents of the report shall be in accordance per section V2.C7.5. and the notification of the incident shall follow reporting procedures outlined in figure V2.C7.F1.

V2.C7.4.2. Immediately following the catastrophe, the MPO, UMR, or PSC supervisor shall inventory accountable mail and other mail. The inventory shall be done jointly with the MPO supervisor or postal officer and shall be verified by both parties

when completed. If a loss is discovered, an investigating officer shall be appointed to determine liability.

V2.C7.4.3. As soon as practical, the responsible commander of the MPO and/or UMR and/or PSC shall reestablish postal service in the area.

#### V2.C7.5. CATASTROPHE REPORTING

V2.C7.5.1. The initial report shall contain the following information:

V2.C7.5.1.1. Date and nature of occurrence.

V2.C7.5.1.2. Brief description of cause.

V2.C7.5.1.3. Approximate loss, damage, or destruction of accountable and other mail.

V2.C7.5.1.4. Any action taken to obtain emergency operating supplies.

V2.C7.5.1.5. Whether the UMR and/or PSC is operational and, if not, approximate date operations shall resume.

V2.C7.5.1.6. Any additional information of significance.

V2.C7.5.2. A final report shall be forwarded indicating the complete audit and inventory results.

#### V2.C7.6. DELIVERY OF MAIL PREVIOUSLY REPORTED LOST, STOLEN, RIFLED, DELAYED, DESTROYED, OR INTERCEPTED

V2.C7.6.1. Investigation of mail depredation and mistreatment cases may result in the recovery of mail that has good addresses and is in deliverable condition.

V2.C7.6.1.1. In the overseas areas promptly notify the sender and addressee of the recovery and that the mail must be retained as evidence. Judge Advocates General shall consent to delivery of the mail with the provisions that envelopes and wrappers be recovered for retention as evidence. Consult with the Judge Advocate General before having the mail delivered. If a large volume of mail is involved, it may be necessary to retain only a representative number of pieces and have the remainder delivered.

V2.C7.6.1.2. In the United States, determinations of the qualities and classes of much mail necessary to be retained as evidence in legal actions shall be coordinated with the U.S. Postal Inspector in charge of the area where the servicing postmaster is located. Releasable mail shall be delivered to the addressee with a cover letter explaining the delay or depredation.

V2.C7.6.1.3. Recovered articles of personal insured or registered mail for which a claim may have been initiated shall be disposed of under instructions from the accountable postmaster.

#### V2.C7.7. DESIGNATION OF INVESTIGATING OFFICERS

Postal offenses and losses involving unit mail clerks or mail orderlies may require investigation to determine monetary liability. Investigations shall be conducted in accordance with established service procedures.

#### V2.C7.8. TRANSMISSION OF DOCUMENTS

V2.C7.8.1. Unless service regulations provide for a longer time period in which to complete the proceedings, within 90 days from the date of initial notification of a possible offense, completed proceedings, fully documented, shall be submitted by responsible commanders through command channels to MPSA. Reports shall be processed expeditiously in command channels to ensure arrival at the MPSA in 90 days.

V2.C7.8.2. When extenuating circumstances prevent the completion and forwarding of reports in the allowable time frame, a 30-day extension may be granted by the appointing authority with prompt notification to the MPSA.

V2.C7.8.3. Reports shall be forwarded to the MPSA with all supporting documentation, such as disciplinary actions, termination of postal designations, collection action against those found monetarily liable, and corrective action to prevent recurrence.

V2.C7.8.4. Copies of approved officer investigation reports may not be held pending availability of other documents, but shall be transmitted immediately on completion. Supporting documentation shall be forwarded as it becomes available.



Figure V2.C7.F1. Reporting Postal Offenses and Losses

RULE	If	A	B	C
		The the individual discovering the incident shall notify:	The mailroom or MPO supervisor, as appropriate, shall notify:	Unit or responsible commander shall notify:
1	The incident occurs at the mailroom level overseas	The mailroom supervisor	Unit or responsible commander	The MPO Supervisor, the major commander, the Military Investigating Agency and MPSA
2	The incident occurs at the MPO level	The MPO supervisor	The responsible postal commander, the Military Investigating Agency, the major commander, and MPSA	
3	The incident occurs at a CONUS-operated mailroom	The mailroom	Unit or responsible commander	Serving postmaster, USPS Inspections Service, the Military Investigative Agency postal officer, and MPSA
4	The incident occurs at a CONUS-operated post office, including MPOs afloat in CONUS	The MPO supervisor	The serving postmaster, the USPS Inspection Service, the Military Investigative Agency, installation postal officer, and MPSA	

Figure V2.C7.F2. Required Actions Involving Postal Offenses

If You Are The		Then (If Appropriate)
Unit/Organizational Commander	1	Relieve the individual from MPO or mailroom duties.
	2	Request the personnel office flag records to prevent actions, such as reassignment, promotion, etc., and ensure, personnel records are properly annotated to preclude future MPO or mailroom assignments.
	3	Initiate judicial or non-judicial action.
	4	Report corrective actions taken through the responsible postal commander to MPSA.
	5	Process any military claims.
MPO Supervisor	1	Take actions 1 through 4, above.
	2	Review MPO records for claims actions involving accountable mail.
	3	Advise addressor or addressee as appropriate of mail loss.
Major Commander	1	Determine need for officer investigation and forward requirement to the Special Court-Martial Authority or Appointing Authority with a 30-day suspense for completion of the report as required by this Manual.
	2	Obtain and review OSI, CID, or NIS investigative reports of investigation.
	3	Review officer investigation report for completeness.
Special Court-Martial Authority	1	Direct the investigating officer to complete the report in 30 days.
	2	Obtain and review OSI, CID, or NIS investigative reports.
	3	Review officer investigation reports for completeness and legal sufficiency for cases involving pecuniary liability, and forward a copy of the report to MPSA through the major commander.
	4	Initiate collection action from the responsible individual.

Figure V2.C7.F3. Sample Electronic Message With Instructions for Preparing Notification of Postal Offenses, Incidents, or Catastrophes

UNCLASSIFIED

01 02

RR RR UUUU

FROM: (ACTIVITY REPORTING THE INCIDENT)

TO: EXEC DIR MIL POSTAL SVC AGCY ALEX VA//MPSA-OP//

INFO: (MAJOR COMMANDER OR DIRECTOR OF POSTAL OPERATIONS (CONUS))

UNCLAS

SUBJECT: SUBJECT SHALL REFLECT TYPE OF POSTAL OFFENSE, INCIDENT, OR CATASTROPHE.

1. IN COMPLIANCE WITH DOD 4525.6-M, VOLUME II, CHAPTER 7, PARAGRAPH 702.2., THE FOLLOWING INFORMATION IS FURNISHED:

A. DATE INCIDENT OCCURRED, KNOWN FACTS AND CIRCUMSTANCES AND ORGANIZATION INVOLVED, TO INCLUDE OPERATIONAL MPO NUMBER AND FINANCIAL UNIT, IF APPLICABLE.

B. PERSONNEL INVOLVED: INDICATE WHETHER POSTAL CLERK OR APPOINTED MAIL-CLERK, AND IF RESPONSIBLE FOR THE LOSS.

C. INDICATE WHETHER RESTITUTION HAS BEEN MADE, OR WILL BE MADE, AND WHEN.

D. REFLECT INFORMATION RELATING TO RECOVERY AND DISPOSITION OF MAIL, AND INCLUSIVE DATE OF SUCH MAIL. IF ACCOUNTABLE MAIL IS INVOLVED, INDICATE AMOUNT, TYPE, ACCOUNTABLE NUMBERS, CONTENT, AND VALUE IF KNOWN. IF BEING HELD AS EVIDENCE, SO STATE, AND GIVE AMOUNT AND ESTIMATED DATE OF RELEASE. IF UNIT MAIL SERVICE IS INVOLVED, REPORT WHETHER PREVIOUS INCIDENTS HAVE OCCURRED AND, IF SO, GIVE DATE(S).

E. INDICATE DATE REFERRED TO INVESTIGATIVE AGENCY, INCLUDING AGENT'S NAME, DESIGNATION, AND LOCATION OF THE AGENCY, AND CASE NUMBER ASSIGNED AS APPROPRIATE. INCLUDE DATE AND LOCATION OF USPS OFFICIAL TO WHOM NOTIFICATION WAS MADE IF INCIDENT OCCURRED IN THE UNITED STATES.

F. STATE ANY CORRECTIVE ACTION TAKEN TO PREVENT RECURRENCE.

2. INDICATE DATE AND HEADQUARTERS THAT DESIGNATED THE INDIVIDUAL AS MPC, FPC, COPE, OR PFO. (IF THIS PARAGRAPH DOES NOT APPLY, OMIT FROM MESSAGE.)

## V2.AP1. VOLUME II, APPENDIX 1

### DEFINITIONS AND ACRONYMS

#### V2.AP1.1. DEFINITION OF TERMS

V2.AP1.1.1. Accountable Equipment. USPS equipment provided by an accountable postmaster and entrusted to a custodian of postal effects for use at an MPO.

V2.AP1.1.2. Accountable Mail. A general term used to describe registered, numbered insured, Express Mail, and certified mail.

V2.AP1.1.3. Accountable Paper. All items of postal stock affecting the postal revenue held in trust for the USPS. These include postage stamps, stamped paper, blank money order forms, and paid MOs.

V2.AP1.1.4. Accountable or Servicing Postmaster. A USPS postmaster where military postal activity receives accountable paper (New York or San Francisco).

V2.AP1.1.5. Aerial Mail Terminal. A DoD facility, usually operated by the U.S. Air Force, established at foreign airports or U.S. overseas bases to send, receive, distribute, combine, transfer, and dispatch military mail for transportation to, from, and in overseas areas.

V2.AP1.1.6. Aerial Port. An airfield that has been designated for the sustained air movement of personnel and material and to serve as an authorized port for entrance to or departure from the country in which located.

V2.AP1.1.7. Airport Mail Facility. USPS mail processing installation established to concentrate, transfer, receive, distribute, and dispatch mail eligible for transport by air.

V2.AP1.1.8. All-Purpose Dating Stamp. Device for identifying the postal activity and the date on MO, registry, parcel post work, and official receipts of mailing or funds received.

V2.AP1.1.9. Audit. An official action taken to examine and verify the accountability of the person(s), charged with custody of postal effects maintained with the operation of an MPO.

V2.AP1.1.10. Back-stamp. To make an impression with a postmarking (canceling) device on the back of a piece of mail, showing misssent or date of receipt and dispatch.

V2.AP1.1.11. Bricklay. To stack parcels in a trailer or van, one over the other, as with bricks, for achieving load stability.

V2.AP1.1.12. Bulk Mail Centers. USPS mail processing centers that compose a nationwide system for concentration, distribution, and transportation of third and fourth-class mail without time value.

V2.AP1.1.13. Bundle. Several pieces of mail tied or banded together and handled as a single piece.

V2.AP1.1.14. Case. A piece of equipment containing separations (pigeonholes) where letters, flats, or irregular parcels are sorted.

V2.AP1.1.15. Colis Postaux (CP). International parcel post (French).

V2.AP1.1.16. Commemorative Stamps. Postage stamps that observe historical events, note Americans, and topics of national importance. These stamps are issued in limited quantities and sold for a limited time.

V2.AP1.1.17. Consolidated Mailroom. A mailroom that serves several designated organizations.

V2.AP1.1.18. Continental United States. U.S. territory, including the adjacent territorial waters, located within the North American Continent between Canada and Mexico.

V2.AP1.1.19. Contingency Military Post Offices. (See Reserve.)

V2.AP1.1.20. Contraband. Matter prohibited by law from entry into the United States, U.S. possessions, or U.S. territories, or U.S. military installations in foreign countries.

V2.AP1.1.21. Coupon. That part of a manifold registry bill separated by perforations, used to notify the dispatching activity of any errors in the dispatch.

V2.AP1.1.22. Custodian of Postal Effects (Accountable Postal Clerk). Members or U.S. civilian employees of the U.S. Armed Forces accountable for administration of the postal effects entrusted to them by the USPS. Civilian custodians of postal effects are supervised by the members of the U.S. Armed Forces.

V2.AP1.1.23. Dead Letter. A letter that is, or becomes, undeliverable or unmailable and cannot be returned to sender.

V2.AP1.1.24. Depreciation. An act of unlawfully tampering with postal effects or mail matter with intent to steal or to carry away such matter unlawfully with intent to steal.

V2.AP1.1.25. Direct Pouch. A direct mail pouch used to transmit administrative communications between Military Service Headquarters, major commands, and operational headquarters.

V2.AP1.1.26. Directs. A bundle or pouch of mail addressed to a single unit, ship, city, State, firm, or Agency.

V2.AP1.1.27. Examination. The process of scrutinizing personal property, parcel mail, and other DoD cargo including the physical openings of baggage, parcels, cartons, and containers; the disassembling of articles for determining contents; or the physical search of DoD personnel and sponsors for contraband.

V2.AP1.1.28. Financial Postal Clerk. A U.S. civilian employee of the U.S. Armed Forces who receives or delivers incoming or outgoing mail and performs financial services at an MPO. Financial postal clerks are supervised by members of the U.S. Armed Forces.

V2.AP1.1.29. Financial Service. Availability to patrons of stamp stock; registered, certified and insured service and MO service.

V2.AP1.1.30. Fixed Credit. A fixed amount of monetary credit extended to a custodian of postal effects or other postal clerks for conducting financial services and for ordering stamps and stamped paper from the USPS.

V2.AP1.1.31. Flat. A flat piece of first- or third-class mail too large to be sorted in a letter sorting case (usually a large envelope or flat package).

V2.AP1.1.32. Fleet Mail Center. A DoD facility operated by the U.S. Navy to send, receive, distribute, combine, transfer, and dispatch military mail for transportation to, from, and in overseas areas.

V2.AP1.1.33. Flexible Credit. An initial amount of credit extended to a custodian of postal effects or a postal finance officer by the U.S. Postal Service for ordering accountable paper. A stamp sale remittance reduces the amount of credit, while stamp requisitions increase the credit.

V2.AP1.1.34. Free Mail. Letter mail, post cards, and sound recordings having the nature of personal correspondence mailed by military personnel in a combat zone or while hospitalized as a result of injury or disease incurred while serving in a combat zone when designated by the President.

V2.AP1.1.35. General Delivery. Mail delivered at a post office intended primarily for transients and customers who are not located permanently or who prefer not to use mail delivery receptacles.

V2.AP1.1.36. Indemnity. An amount paid by the USPS on presentation of claim and proof of loss or damage to registered or insured mail as an adjustment or payment for loss or damage.

V2.AP1.1.37. Indicia Mail. Cards, covers (outside back covers of mailable publications, such as reports, pamphlets, and brochures), envelopes, labels, self-mailers, tags, wrappers, and the like, that bear an inscription to denote payment of postage, such as "Bulk Rate" or "Postage and Fees Paid (name of Department or Agency)."

V2.AP1.1.38. Inspection. The detailed observation of personal property, letter, and parcel mail and other DoD cargo, noting their markings and outer physical characteristics, and the oral questioning of DoD personnel and their sponsors to determine the potential for customs violations.

V2.AP1.1.39. Intermodal. Use of two or more modes of transportation to move mail from origin to destination.

V2.AP1.1.40. International Exchange Office. Post Office or airport mail facility authorized to exchange mail with another country.

V2.AP1.1.41. Intra-Theater Mail. Mail addressed within a theater. (Example: Mail from APO NY 09XXX to APO NY 09XXX.)

V2.AP1.1.42. Inter-Theater Mail. Mail addressed between theaters exclusive of that between the CONUS and theaters. (Example: Mail from APO NY 09XXX to APO SF 96XXX.)

V2.AP1.1.43. Intransit Mail. All mail, other than working mail, that is received into a postal facility for redispach intact to another postal activity.

V2.AP1.1.44. Investigating Officer. A commissioned officer, warrant officer, or senior enlisted person (E-7 through E-9) appointed by a commander to review and do investigations, establish pecuniary liability, and report findings and recommendations under the appointing order.

V2.AP1.1.45. Irregularities (Carrier). Failure by serving carriers to comply with performance standards established by the USPS.

V2.AP1.1.46. Joint Military Postal Activity. A subordinate activity of the MPSA located in New York and San Francisco or its elements in Seattle, Miami, Chicago, or Jacksonville with specific geographical responsibility to provide liaison and military mail routing instructions to Postal Service Concentration Centers at gateway cities.

V2.AP1.1.47. Killer Bars (Flag Stamp). Parallel lines extending to the right of the circular postmark that cancel the stamp so it cannot be reused. Killer bars can be part of most standard machine and hand cancelations.

V2.AP1.1.48. Lettres et Cartes (LC). International mail consisting of letters, letter packages, post cards, and aerogrammes (French).

V2.AP1.1.49. Mail Address Only. An APO or FPO number serving as a routing indicator for mail separation and transportation routing purposes only.

V2.AP1.1.50. Mailclerk. An individual designated by proper authority to do mail duties in association with the operation of a UMR or a PSC that is not considered a section of an MPO.

V2.AP1.1.51. Mail Control Activity. A civilian or military facility handling mail; such as an Aerial Mail Terminal, Airport Mail Facility, Bulk Mail Center, Fleet Mail Center, Military Mail Terminal, or Postal Concentration Center.

V2.AP1.1.52. Mail Cover. A record made of information of the outside cover of any class of mail to protect national security, locate a fugitive, or obtain evidence of commission or attempted commission of a crime punishable by law by imprisonment for



a term exceeding 1 year. The process is lawful only if authorized under USPS regulations.

V2.AP1.1.53. Mail Directory. An alphabetical listing by name of individuals served, due to arrive, or departed within the past year. Inside the United States, mail directories are maintained by military units to process undeliverable military mail for personnel served in transit or on temporary duty status. Outside the United States, mail directories are maintained by units, MPOs, and central postal directories to process undeliverable military mail for personnel served.

V2.AP1.1.54. Mail Directory Service. A search of mail directory files for the name of the addressee of undeliverable mail and endorsing each piece to show a forwarding address or reason for non-delivery.

V2.AP1.1.55. Mail Makeup. To separate and group mail for dispatch.

V2.AP1.1.56. Mail Manifest. A document transferring mail to a postal activity or into a mail transportation system; for example, USPS Form 2900, "Dispatch Record Of U.S. Military Mail By U.S. Commercial Air Carriers;" or DD Form 1384, "Transportation Control and Movement Document."

V2.AP1.1.57. Mail Orderly. An individual designated by proper authority to do mail-handling duties that are limited to collection and delivery of non-accountable mail from mailrooms.

V2.AP1.1.58. Mail Processings. Canceling and sorting mail so it can be sent from the post office. All sub-functions that accommodate these two basic steps, including in and/or out movement, are part of the processing function.

V2.AP1.1.59. Mailroom. A facility or area operated by the Department of Defense or civilian Agency for the receipt and delivery of mail for military units or other authorized personnel and Agencies.

V2.AP1.1.60. Major Command. Subordinate commands of the Military Services or respective staff elements that are responsible for MPS support in designated areas of responsibility. (Examples: Army-U.S. Army Europe, Navy-U.S. Naval Forces Europe, Air Force-U.S. Air Forces Europe.)

V2.AP1.1.61. Military Airlift Command (MAC) (DoD). The single manager operating Agency for designated airlift service.

V2.AP1.1.62. Military Mail. Domestic and international mail that bears a military address or return address and that at some stage in its transmission is in the possession of the Department of Defense.

V2.AP1.1.63. Military Mail Terminal. A DoD facility usually operated by the U.S. Army to send receive, combine, distribute, transfer, dispatch, and control military mail (usually bulk third-, fourth-, and non-time-value second-class) to, from, and in overseas areas.

V2.AP1.1.64. Military Ordinary Mail (MOM). A special military airlift service for ordinary official mail being sent to, from, or between overseas areas.

V2.AP1.1.65. Military Post Office. A branch of a designated U.S.-based post office such as New York, San Francisco, Miami, or Seattle established by USPS authority and operated by one of the Military Services. The term includes Army, Air Force, Navy, and established Coast Guard post offices.

V2.AP1.1.66. Military Post Office Supervisor. A designated military postal officer or NCO exercising control over a MPO.

V2.AP1.1.67. Military Postal Clerk. A person of the U.S. Armed Forces officially designated to do postal duties. The term includes Army, Navy, Air Force, Marine Corps, and Coast Guard postal clerks.

V2.AP1.1.68. Military Postal Service. The command, organization, personnel, and facilities established to provide, through MPOs, a means for the transmission of mail to and from the Department of Defense, members of the U.S. Armed Forces, and other authorized Agencies and individuals.

V2.AP1.1.69. Military Postal Service Agency (DoD). The single manager operating Agency established to manage the MPS.

V2.AP1.1.70. Military Sealift Command (MSC) (DoD). The single manager operating Agency for designated sealift service.

V2.AP1.1.71. Mixed City. A dispatch of mail for more than one zone in a city.

V2.AP1.1.72. Mixed States. A dispatch of mail for several States.

V2.AP1.1.73. Mobile Military Post Offices. (See Reserve Military Post Office.)

V2.AP1.1.74. Money Order Account. Blank MO forms and funds for the sale and payment of MOs.

V2.AP1.1.75. Negligence. The failure to act as a reasonably careful person would act under like conditions. Failure to comply with existing postal laws or procedures may be evidence of negligence.

V2.AP1.1.76. Ordinary Mail. Mail other than registered, insured, certified, CoD, express, and special delivery or special handling.

V2.AP1.1.77. Outside Piece. A parcel that because of its size, weight, nature, or condition cannot be enclosed in a mail sack without damage to itself, other mail, or postal personnel. Also, referred to as outside mail (OSM).

V2.AP1.1.78. Overseas. Any place outside the 50 States or the District of Columbia where USPS does not operate a civilian post office.

V2.AP1.1.79. Parcel Airlift Mail. Personal military parcels with postage paid at surface rate plus a surcharge. It is airlifted domestically to or from an overseas military unit on a space-available basis.

V2.AP1.1.80. Parent Unit. A primary MPO that may operate integral subordinate units.

V2.AP1.1.81. Pecuniary Liability. A personal, joint, or corporate monetary obligation to make good any lost, damaged, or destroyed property resulting from fault or neglect. It also may result under conditions stipulated in a contract or bond.

V2.AP1.1.82. Philately. The collection and study of postage and imprinted stamps for pleasure and profit.

V2.AP1.1.83. Postage Meter. A machine that dispenses a gummed, stamped tape reflecting amount of postage paid to be affixed to mail instead of postage stamps, or imprints directly on an article the amount of postage paid.

V2.AP1.1.84. Postal Card. Blank card sold by the USPS with a printed or impressed postage stamp.

V2.AP1.1.85. Postal Concentration Center (PCC). A USPS facility operated at a CONUS gateway city for concentrating and dispatching overseas destined military mail and for receiving and processing CONUS destined military mail. A PCC can be a separate facility or part of an aerial mail terminal or bulk mail center.

V2.AP1.1.86. Postal Effects. All accountable paper stock, funds, and accountable equipment entrusted to the Department of Defense by USPS for MPOs. Postal effects include postage stamps, stamped paper and funds derived from their sale; blank MO forms, paid MOs, and MO funds; fees collected for special mail services; and accountable equipment furnished by the USPS.

V2.AP1.1.87. Postal Finance Officer. A custodian designated to maintain wholesale quantities of postage stamps, stamped paper, and blank MO forms for issue to custodian of postal effects for the operation of MPOs.

V2.AP1.1.88. Postal Rate Commission. An independent rate and classification recommending body. Members are nominated by the President and approved by the Senate.

V2.AP1.1.89. Postal Service Center. A facility through which mail is delivered to authorized individuals by delivery receptacles without regard to unit of assignment.

V2.AP1.1.90. Postmark. The act of or result of using a postal imprinting device to show the name of the post office, the state abbreviation or MPO number, and the mailing date.

V2.AP1.1.91. Pouch. Mailbag identified by its leather strap locking device. Generally used to transmit mail given first-class handling.

V2.AP1.1.92. Receptacle. A no-fee box used to deliver mail in postal service centers, unit mailrooms, and other authorized places. A key or combination lock is used to control delivery to the proper addressee.

V2.AP1.1.93. Reserve Custodian. An individual designated in writing by command authority to control and safeguard postal effects that are the responsibility of the designated custodian of postal effects.

V2.AP1.1.94. Reserve Military Post Offices (Contingency, Mobile). An established, but non-operational, MPO or MPO unit that is held by the Military Services for future use.

V2.AP1.1.95. Responsible Commander. A designated officer exercising control over a specified level of postal operations determined by each major command.

V2.AP1.1.96. Retrograde Mail. Mail that originates overseas, moved by any mode of transportation, destined to or moving in the general direction of the United States.

V2.AP1.1.97. Sack. A bag with a draw cord and fastener used by the USPS to transport mail other than first-class.

V2.AP1.1.98. Serving Postal. A The military or civilian post office or unit that provides postal support.

V2.AP1.1.99. Space Available Mail. A transportation category for military mail transported to and from overseas bases by air on a space-available basis.

V2.AP1.1.100. Standpoint Scheme. Printed or written routing schedule prepared for the dispatch of mail from a certain location.

V2.AP1.1.101. Unit Mailroom. A room or enclosure with proper security that serves as a place for unit mailclerks to handle, process, and deliver mail.

V2.AP1.1.102. Unit Postal Officer. A member or civilian employee of the U.S. Armed Forces, or an employee of a civilian Agency, designated by proper authority to supervise the operation of a UMR.

V2.AP1.1.103. United States. The 50 States, the District of Columbia, and the U.S. territories and U.S. possessions.

V2.AP1.1.104. Universal Postal Union (UPU). A worldwide postal organization to which the United States and most other countries are members. The exchange of mail, except parcel post, between the United States and other nations is governed by the provisions of the UPU convention.

V2.AP1.1.105. Working Mail. Mail received by or dispatched from an MPO and mail that is received by a Mail Control Activity where mailbags are physically opened and the contents are distributed, to include bagging outside mail when required.

## V2.AP1.2. ACRONYMS AND ABBREVIATIONS

AMF	Airport Mail Facility
AMT	Aerial Mail Terminal
APDS	All Purpose Date Stamp
APO	Army Post Office; Air Force Post Office
APOD	Aerial Post of Debarkation
APOE	Aerial Port of Embarkation
AWOL	Absent Without Leave
CDR	Commander
CoD	Collect on Delivery
CONEX	Container Express
CONUS	Continental United States
COPE	Custodian of Postal Effects
CTUS	Customs Territory of the United States
DA	Department of the Army or Director of Administration (USAF)
DET	Detachment
DMM	Domestic Mail Manual
DoD	Department of Defense
DP	Direct Pouch
FAM	Financial Adjustment Memorandum
FAO	Finance and Accounting Office(r)
FCM	First-Class Mail
FPO	Fleet Post Office
HQ	Headquarters
IAMRU	International Airmail Reporting Unit
ID	Identification
IDS	Intra-theater Delivery Service
IEO	International Exchange Office
IG	Inspector General
IMM	International Mail Manual
JMPA-A	Joint Military Postal Activity - Atlantic
JMPA-P	Joint Military Postal Activity - Pacific
JUMPS	Joint Uniform Military Pay System
LOGAIR	Logistic Airlift
MAC	Military Airlift Command
MAMAS	Military Automated Mail Accounting System
MAO	Mail Address Only
MCA	Mail Control Activity

MDILAH	Mail Distribution Instructions and Labeling Handbook
MDS	Mail Distribution Scheme
MILSTAMP	Military Standard Transportation and Movement Procedures
MO	Money Order
MOA	Money Order Account
MOB	Money Order Business
MOM	Military Ordinary Mail
MPO	Military Post Office
MPOLL	Military Post Office Location List
MPC	Military Postal Clerk
MPS	Military Postal Service
MPSA	Military Postal Service Agency
MSC	Military Sealift Command
MTMC	Military Traffic Management Command
NWA	No Witness Available
OFL	Official
OJT	On the Job Training
OL	Operating Location
OPLAN	Operation Plan
OSM	Outside Mail
OSP	Outside Piece
PAL	Parcel Airlift
PARS	Postal Activity Reporting System
PB	Postal Bulletin
PC	Postal Clerk
PCS	Permanent Change of Station
PDO	Publication Distribution Office
PFO	Postal Finance Officer
PFSO	Postal Finance and Supply Office
PM	Postmaster
PO	Post Office
POD	Ports of Debarkation
POE	Ports of Embarkation
PP	Parcel Post
PRC	Postal Rate Commission
PS	Postal Service

RCS	Reports Control Symbol
RDD	Required Delivery Date
RNLTD	Report No Later Than Date
SAM	Space Available Mail
SM	Service Member
SOFA	Status of Forces Agreement
SOP	Standing Operating Procedure
SSN	Social Security Number
TCMD	Transportation Control and Movement Document
TTISMM	Transit Time Information System for Military Mail
UCMJ	Uniform Code of Military Justice
UIC	Unit Identification Code
UMR	Unit Mailroom
UPS	United Parcel Service
UPU	Universal Postal Union
USAF	United States Air Force
USC	United States Code
USMC	United States Marine Corps
USN	United States Navy
USPS	United States Postal Service
WSP	Weapon Systems Pouch



V2.AP2. VOLUME II, APPENDIX 2

SUPPLEMENTAL POSTAL AGREEMENT: ADMINISTRATIVE DETAILS

(Excerpted From DoD Instruction 4525.7, reference (h))

I. TRANSPORTATION

A. The Department of Defense agrees to arrange for military mail transportation from overseas postal facilities to commercial or military terminals in the United States and between military postal activities within overseas areas.

B. The Postal Service agrees to:

1. Arrange for military mail transportation to overseas postal facilities from commercial terminals in the United States and make transportation arrangements when the postal services of another country are required. However, this does not preclude Military Departments from making direct arrangements for the transportation of military mail to or between designated overseas points on a short-term basis when operational requirements dictate.

2. Provide inbound and outbound mail transportation between the postal concentration centers and military or commercial air or surface carriers.

3. Transport mail between civilian post offices on military installations and the receiving or dispatching Postal Service facility.

II. PERSONNEL

The Department of Defense agrees to:

1. Appoint mail clerks and issue them uniform identification cards.

2. Assign only qualified personnel to duties in military post offices, mailrooms, mail control activities, and other postal facilities. No persons convicted of a crime involving theft or moral turpitude or disciplined for any action reflecting unfavorably upon their integrity shall be assigned to postal duties. Those having a history of psychiatric disorder, alcoholism, or drug abuse may be so assigned if medical evidence of current good health, sufficient to meet published Postal Service standards, is available. This does not preclude the Department of Defense from establishing requirements that are more stringent than the published Postal Service standards.

### III. EQUIPMENT

#### A. The Postal Service agrees to:

1. Provide equipment and furniture necessary for the operation of civilian post offices located on military installations.

2. Furnish equipment and supplies for use in military post offices. Equipment shall be new or serviceable and shall be issued in accordance with mutually determined issuance standards. Supplies and accountable equipment shall be furnished without charge. Non-accountable equipment shall be furnished on a reimbursable basis beginning in FY 1982.

3. Repair equipment for which it has a unique capability.

B. The Department of Defense agrees to transport such equipment between the continental United States and the overseas destination.

### IV. DELIVERY

#### A. The Department of Defense agrees to:

1. Decline to accept Collect on Delivery mail for delivery at military post offices.

2. Not provide special delivery service.

3. Deliver mail to personnel in a temporary duty status, in training, and where delivery requirements exceed Postal Service standards.

4. Deliver accountable mail, delivery of which is restricted by the sender, through mail clerks, only upon the written authorization of the addressee when it is impracticable for the addressee to accept delivery in person at the civilian post office.

#### B. The Postal Service agrees to:

1. Neither accept nor forward to military post offices any Collect on Delivery mail.

2. Provide delivery service on military installations in the United States commensurate with the delivery service that would be provided for civilian communities of comparable characteristics. Postal Service criteria shall be used: considering extensions of delivery service. Mail to principal administrative buildings or commands shall be delivered in bulk. The Postal Service agrees to also provide the mail in bulk to personnel and basic units in a transient or temporary duty status of 180 days or less. Where criteria will not allow free delivery service to be established or extended, the Postal Service agrees to provide the mail for individuals in bulk to basic units. However, in locations with adjacent civilian communities having delivery service, the Postal Service agrees to submit proposals to the Department of Defense to furnish service to groups of receptacles consistent with mutually agreed criteria and funding.

3. Deliver accountable mail addressed to military personnel, at military installations served by civilian post offices, to the addressees or mail clerks upon proper receipt.

## V. CLAIMS

### A. The Department of Defense agrees to:

1. Assume financial liability, under military claims procedures, for loss, damage, theft, wrong delivery, or rifling of accountable mail after receipt from or prior to delivery to a civilian or military post office by a mail clerk employed by the Department of Defense.

2. Reimburse the Postal Service for claims submitted by the Postal Service for the value of postal effects embezzled or lost through negligence, errors or defalcations while in the possession of military post office personnel. Reimburse the Postal Service for claims paid by the Postal Service for losses of accountable mail through negligence, errors, or defalcations while in the possession of military post office personnel.

a. To be reimbursable, claims must be submitted within one year from the discovery of the loss by the Postal Service.

b. In all just and expedient cases, the Military Departments may request the Postal Service to take action under 39 U.S.C. 2601(a)(3) to adjust, pay or credit the account of a Military Post Office, Postal Finance Officer, Military Postal Clerk, Financial Postal Clerk, Custodian of Postal Effects, or persons acting in those capacities for any loss of Postal Service funds, papers, postage, or other stamped stock

or accountable paper, under the same standards as such credit is granted to Postal Service employees.

B. The Postal Service agrees to relieve custodians of postal effects of responsibility for the amount of the invoice of any shipment of stamps or stamped paper lost in transit as a result of causality.

## VI. LOGISTICAL AND ADMINISTRATIVE SUPPORT

### A. The Department of Defense agrees to:

1. Furnish adequate facilities for civilian post offices located at military installations solely in support of the installation's mission. Utilities and local telephone service shall be furnished on a reimbursable basis beginning in FY 1982.

2. Offer billeting and meals to civilian post office employees who work at military installations on the same basis as those offered to Department of Defense civilian employees.

3. Issue invitational travel orders for Postal Service representatives who, at the request of the Department of Defense, are assigned to perform inspections, investigations, or audits of overseas military postal operations.

### B. The Postal Service agrees to:

1. Reserve the right to discontinue civilian post offices on military installations where existing conditions endanger the health, safety or welfare of its employees.

2. Furnish office space for related military mail terminals, fleet post offices, or liaison units at postal concentration centers.

## VII. AUDITS AND INSPECTIONS

### A. The Department of Defense agrees to:

1. Assist Postal Service representatives in surveying, inspecting, and auditing military postal operations.

2. Conduct surveys, inspections, investigations, and audits of Department of Defense postal facilities and operations as needed to verify that accountable postal

effects are on hand and properly protected, that all revenue due the Postal Service is being collected and properly accounted for, and that the service rendered is efficient and in accordance with Postal Service and Department of Defense regulations.

B. The Postal Service agrees to assign Postal Inspectors or other representatives of the Postal Services, as practicable, to conduct surveys, inspections, investigations, and audits of military postal operations to assure that efficient postal service is maintained.

## VIII. MAIL SORTATION

A. Except in time of war or other emergency as determined by the Secretary of Defense, the Postal Service agrees to:

1. Sort mail for overseas forces in fixed base units to the five-digit Army Post Office/Fleet Post Office ZIP Code separation. Mail for ships and other mobile units shall be sorted to the mobile unit by ZIP Code or name when warranted. Mail for maneuver forces, air groups, submarine groups, units in transit or temporary duty status for 180 days or less, and other similar units shall be separated in accordance with the needs of the Department of Defense. The Department of Defense agrees to develop mail routings for all of the above mail and provide the routing instructions to the postal concentration centers of the Postal Service.

2. Sort mail for the forces at installations in the United States where delivery receptacles are not provided to basic military units or numbered boxes in groups of approximately 200, so far as practicable and mutually agreeable to the Postmaster and military authorities concerned.

B. In time of war or other emergency as determined by the Secretary of Defense, the Postal Service agrees to:

1. Allow the Department of Defense to control ZIP Code assignment to all military units.

2. Specify jointly with the Department of Defense the sorting of mail for overseas forces and forces at installations in the United States.

C. Postal Service criteria shall be used to assign ZIP Codes to military installations in the United States.

D. The Department of Defense and the Postal Service agree to cooperate in the assignment and use of overseas ZIP Codes.

1. Normally each military installation shall have one five-digit ZIP Code, although special circumstances may be considered in assigning additional ZIP Codes. Additional ZIP Codes shall only be assigned if all resulting separations receive at least 1,000 pieces of mail per day. The implementing procedures for nine-digit ZIP Codes shall be jointly developed.

2. The Department of Defense agrees to intake every reasonable effort to see that its Components have the correct ZIP Code in their address and return address. The Postal Service agrees to make every reasonable effort to see the correct ZIP Code is in the address and return address of mail for military units and personnel originated by other Government Agencies and the civilian sector. Since the ZIP Code furnishes the Postal Service with its sole method of forwarding Army Post Office and Fleet Post Office mail, the Postal Service agrees to return to sender at the post office of origin all mail for Army Post Office or Fleet Post Office addresses that does not have an authorized Army Post Office/Fleet Post Office ZIP Code.

#### IX. MAIL FORWARDING

A. Where the Department of Defense delivers the mail it agrees to provide directory service for undeliverable-as-addressed military mail and endorse each piece to show a forwarding address or reason for non-delivery.

B. Where the Postal Service delivers the mail it agrees to maintain change of address forms and endorse forwardable mail that is undeliverable as addressed.

#### X. SAM/PAL LAW

A. This paragraph provides for the joint development of regulations as required by 39 U.S.C. 3401 (f)(1976) by the Postal Service and the Department of Defense concerning administration of the SAM/PAL Law. Each party agrees to designate one or more organizational counterparts to serve on a committee to discuss conditions and regulations under which the SAM/PAL law will be jointly administered.

1. For the Postal Service, the designee are: The Assistant Postmasters General, Mail Processing Department, and Rates and Classification Department, or their designee; and, the Chief Postal, Inspector or his designee.

2. For the Department of Defense, the designee is: The Deputy Assistant Secretary of Defense (Supply, Maintenance and Transportation) or his designee.

B. Neither party shall take any unilateral action with respect to implementing policies, conditions, or regulations promulgated exclusively under the SAM/PAL law without prior consultation with the other party. Committee meetings may be held upon written request of either party. Following such consultation, a joint committee report may be prepared for transmission to the respective managements.

C. Nothing herein is intended to provide for the joint administration of any activity whose administration is not provided for by 39 U.S.C. 3401 (f) (1976).

D. This section supersedes the supplementary agreement dated September 30, 1976 concerning "Joint Administration of Title 39, United States Code, Section 3401 (the SAM/PAL Law) by the United States Postal Service and the Department of Defense."

#### XI. REVIEW AND AMENDMENT

This Agreement may be amended at any time by mutual agreement. It shall be reviewed every five years by the Department of Defense and the Postal Service.

#### XII. EFFECTIVE DATE

This Agreement is effective when signed by both parties.

FOR THE DEPARTMENT OF DEFENSE:

FOR THE UNITED STATES POSTAL SERVICE:

RICHARD DANZIG

C. NEIL BENSON

Dated: February 22, 1980

V2.AP3. VOLUME II, APPENDIX 3

UNIT MAILROOM (UMR) AND POSTAL SERVICE CENTER (PSC)  
INSPECTION CHECKLIST

YES    NO

1. A copy of DoD 4525.6-M, Volume II, is on hand with all changes properly posted.  
(Paragraph V2.C1.2.1.)
2. Have all unit mail personnel been designated properly? (Paragraph V2.C3.4.1.)
  - a. Copy of DD Form 285 is in the possession of each unit, or alternate mailclerk or mail orderly, and is on file with the unit records. (Paragraph V2.C3.6.2. and Paragraph V2.C3.6.3.)
  - b. DD Form 285 of former mailclerks or mail orderlies are revoked, voided, and filed. (Paragraph V2.C3.7.)
3. Designated mailclerks or mail orderlies have received adequate postal training.  
(Paragraph V2.C3.5.)
4. Mailclerks or mail orderlies have sufficient time to fulfill unit mail duties efficiently.  
(Paragraph V2.C3.2.1.2.)
5. USPS mailbags are used for transporting U.S. mail only, are emptied promptly, and returned daily to the source from which received. (Paragraph V2.C3.2.2.10.)
6. A separate and secure room with sufficient space and equipment is provided to operate the UMC or PSC. (Paragraph V2.C3.2.1.1.)
7. Unauthorized personnel are denied access to UMRs or PSCs. (Paragraph V2.C3.10.5.)
8. Duplicate keys and combinations are retained and secured properly. (Paragraph V2.C3.10.6.3.)
9. Required protection is given to mail in transit to-and-from UMR or PSC. (Paragraph V2.C3.10.7.)
10. Mailclerks or mail orderlies are familiar with instructions governing delivery of mail.  
(Paragraph V2.C3.5.)
  - a. Damaged articles are rewrapped properly and endorsed. (Paragraph V2.C4.3.2.)
  - b. Personal mail is properly delivered on to the addressee or authorized agent.  
(Paragraph V2.C4.5.2.)
  - c. Mail addressed to "Commander of" is delivered as official mail. (Paragraph V2.C4.4.1.2.)
  - d. Personal mail for unit mailclerks or mail orderlies is handled properly. (Paragraph V2.C4.3.7.)
11. If personal accountable mail is handled, unit mailclerks or mail orderlies are familiar with instructions governing security and delivery. (Paragraph V2.C4.7.1.)
  - a. USPS Forms 3849A and 3849B are prepared and maintained properly.  
(Paragraph V2.C4.7.1.5.)
  - b. Accountable articles are stored separately from non-accountable articles.  
(Paragraph V2.C4.7.1.2.)
  - c. Accountable articles are delivered only to the addressee or authorized agent.  
(Paragraph V2.C4.7.1.8.)



12. Receipts are obtained for official accountable mail. (Paragraphs V2.C4.7.3., V2.C4.7.4. and V2.C4.7.5.)
13. The unit postal officer or PSC supervisor has developed SOPs to cover mail security, emergency destruction of mail, and delivery of mail during field exercises. (Paragraph V2.C3.2.2.1.)
14. Mailclerks or mail orderlies are familiar with reporting procedures for known or suspected postal offenses. (Paragraph V2.C3.2.3.7. and V2.C3.2.4.5.)
15. Daily and weekly inspections are being conducted. (Paragraphs V2.C3.8.1. and V2.C3.8.2.)
16. Mailclerk, or mail orderlies are aware of the privileged nature of mail and postal records. (Paragraph V2.C3.10.8.)
17. If delivery is through mail delivery receptacles then:
  - a. Receptacles are being assigned to only one person. (Paragraph V2.C5.3.3.)
  - b. The receptacle that has been unused the longest is being reissued first. (Paragraph V2.C5.3.7.)
  - c. The rear of each assigned receptacle is labeled properly to identify holder. (Paragraph V2.C5.3.9.)
  - d. Receptacles record cards are filed properly. (Paragraph V2.C5.4.8.)
  - e. Unassigned receptacles are free of mail and blocked to prevent placing mail therein. (Paragraph V2.C5.8.)
  - f. Keylock cylinders or combinations are changed after receptacles are closed. (Paragraph V2.C5.6.1.)
  - g. Customers are promptly notified of receipt of articles too large fit in receptacles. (Paragraph V2.C5.7.7.)
  - h. DD Form 2258 is prepared properly and used to mark receptacles for customers who are absent temporarily. (Paragraph V2.C5.7.5.)
  - i. Receptacles are free of an excessive accumulation of mail. (Paragraph V2.C5.5.1.)
18. A postal directory is established and maintained properly. (Paragraph V2.C6.3.)
19. Directory mail is endorsed properly and returned promptly to source from which received. (Paragraph V2.C6.5.)
20. Undeliverable second-class mail (newspapers and magazines) is handled properly. (Paragraph V2.C6.6.2.)
21. Mail for individuals due to arrive is held for any appropriate time. (Paragraph V2.C6.6.4.)
22. Mailclerks or mail orderlies are familiar with handling procedures for casualty mail. (Paragraph V2.C6.9.)
23. Unit postal files and records are being maintained properly under each Military Service's requirements.
24. Irregularities noted on the last inspection checklist have been corrected. (If not, explain why in the remarks.)

REMARKS:

V2.AP4. VOLUME II, APPENDIX 4

(Reprint of USPS Publication 38A, reference (d))

U.S. Postal Service

Washington, DC

GUIDELINES FOR PROVIDING U.S. Postal SERVICES

ON MILITARY INSTALLATIONS

Publication 38A, June 1983

A. PURPOSE

This publication describes the postal services available to military installations in the United States. The term United States includes the 50 States, the District of Columbia and the territories and possessions. These guidelines describe and/or expound upon USPS Publication 38, "Postal Agreement with the Department of Defense," February, 1980.

B. DISTRIBUTION

1. Initial. Distribution is limited to the affected Management Sectional Centers.
2. Additional Copies. Order additional copies from your area supply center using Form 7380, "Supply Center Requisition."

C. COMMENTS AND QUESTIONS

Address any comments or questions regarding the content of this publication to:

Office of Delivery and Retail Operations  
USPS Headquarters  
Washington, DC 20260-7720

#### D. EFFECTIVE DATE

This publication is effective July 1, 1983.

#### I. DELIVERY SERVICE

##### A. POLICY

Mail delivery service on military installations in the United States should be commensurate with the delivery service that would be provided civilian communities of comparable characteristics.

##### B. BASIC SERVICES

###### 1. Official Military Mail

Deliver official mail addressed to principal commands on military installations in bulk. Principal commands are normally corps, fleets, the installation headquarters, divisions, wings, other major commands and equivalent Navy organizations located on the military installation.

###### 2. Civilian Business Mail

Deliver mail addressed to civilian operated businesses such as the commissary, post or base exchange, bank, etc., as addressed.

###### 3. Military Unit Mail

Deliver official and personal mail addressed to military units such as battalions, groups and similar organization in bulk.\* Mail addressed to units such as supply depots, maintenance activities and publication centers generating a sufficient volume to warrant delivery shall be delivered in bulk.

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\* In instances where two or more principal commands or Military units are housed in a single building deliver all mail to a central point in the building.

#### 4. Delivery Option

Although the above services are available to military installations this does not prohibit the military or a civilian business from electing to pick up their mail from the postal facility or requesting the U.S. Postal Service to deliver all mail to a control point on the installation.

### C. ADDITIONAL SERVICES

#### 1. Permanent Party Personnel

a. Family Quarters. Provide service to new residences on military installations through centralized delivery units in accordance with the prevailing national policy for extension and establishment of delivery service. Delivery service currently provided may be converted to centralized delivery service when agreed to by officials of the military installation and the Management Sectional Center (MSC) Postmaster.

b. Apartment Type Bachelor Quarters. Delivery service shall be provided in accordance with USPS Publication 17, "Apartment House Mail Receptacles Regulations and Manufacturing Standards," through centralized delivery units to bachelor quarters with apartment house configuration and where units are occupied by one individual. For the purposes of this provision, apartment house configuration consists of buildings containing multi-residential units, each with complete living quarters consisting of a living room and bedroom or combination living-sleep room, kitchen-kitchenette, and bath.

c. Non-apartment Type Bachelor Quarters. Provide delivery in bulk in one of the following manners, as agreed to by officials of the military installation and the MSC Postmaster:

1. Delivery in bulk with official military mail.
2. Delivery in bulk to a single delivery point.

For the purpose of this provision, non-apartment bachelor quarters are buildings continuing multi-residential units and each unit is occupied by one individual; each unit containing a living room and bedroom or combination living-sleep room and bath.

d. Barracks. Do not provide delivery service to barracks. For the purpose of this provision, barracks consist of buildings containing multi-residential units. The units are occupied by one or more individuals sharing a common bath and/or cooking facilities.

## 2. Non-permanent Party Personnel

Regardless of the type of housing, provide delivery in bulk to personnel in training and personnel and basic units in a transient or temporary duty status of 180 days or less.

## 3. Undeliverable-as-Addressed Mail

Deliver mail not specifically addressed to a building, command, or unit, to the installation directory service or to a point agreed upon by officials of the military installation and the MSC Postmaster. After the correct address has been supplied by the directory service, the mail is returned to USPS custody and delivered in the appropriate manner, or delivery may be made by officials of the military installation.

## 4. Parcel Post

Deliver ordinary parcel post in the same manner as other mail.

## 5. Special Delivery and Express Mail

Provide Special Delivery and Express Mail service to the same delivery points as other mail.

## 6. Accountable Mail

a. Where agreements authorizing the military to handle accountable mail have been made, accountable mail addressed to individuals or organizations that receive their mail from the military after delivery in bulk will be delivered in bulk to the same delivery point as other mail, assuming any required payments are made.

In the absence of the necessary agreements, or if required payments are not made, leave notices at the appropriate delivery point for transmission to the addressee.

b. Where bulk delivery of accountable mail is made, list the items as required on Form 3883, "Firm Delivery Book."

c. Where the U.S. Postal Service provides delivery to civilian businesses, family quarters and apartment type bachelor quarters, attempt to deliver accountable mail to the addressee at the door. If the attempt is unsuccessful, a notice will be left.

d. For purposes of this provision, accountable mail consists of numbered insured, certified, registered, CoD, customs and postage due mail.

#### 7. Marking Up and Forwarding Mail

a. Where bulk delivery is made, the military or the civilian business will be responsible for marking up and forwarding mail in accordance with postal regulations.

b. Where the U.S. Postal Service provides delivery service to individual receptacles, the U.S. Postal Service will be responsible for marking up and forwarding mail.

#### 8. Post Offices Providing Neither City Nor Rural Delivery

At post offices with no city or rural delivery service, the military may arrange to pick up the mail in bulk and disseminate it to the addressees.

## II. COLLECTION SERVICE

### A. POLICY

Collection boxes should be provided on all military installations receiving city delivery service.

### B. COLLECTION BOX LOCATIONS

#### 1. Major Administrative Area

Install collection boxes where the greatest mail volume is generated and where boxes are convenient to the greatest number of administrative offices.

## 2. Civilian Business Areas

Install a collection box in front of or adjacent to the base/post exchange or commissary accessible to the greatest number of civilian or military personnel using the facilities in the area.

## 3. Troop Areas

If collection boxes in the troop living areas are about 1 mile apart, the density of these boxes is considered to be adequate. Additional collection boxes should be placed in front or adjacent to consolidated mess halls to ensure they are accessible to the greatest number of military personnel.

## 4. Family Quarters Area

Collection boxes should be located throughout the areas as needed. As a general guide, placements at 1 mile apart are considered to be adequate. They should not be placed in areas receiving motorized delivery to curbside boxes or delivery to centralized delivery points.

# C. FREQUENCY OF COLLECTION

## 1. Major Administrative and Civilian Business Areas

- a. Monday through Friday. Schedule at least one collection daily as late as possible, but not later than 5:00 p.m.
- b. Saturday. Schedule a collection as late as possible in the day but not earlier than 1 p.m. If the administrative offices are regularly closed on Saturday, do not schedule a collection in the administrative area.
- c. Sunday and Holidays. No collections.

## 2. Troop Areas

- a. Monday through Friday. Schedule one collection a day usually to coincide with a collection in the administrative area.
- b. Saturday. Schedule collection as late as possible in the day but not earlier than 1 p.m.

c. Sunday and Holidays. No collections.

3. Family Quarter Areas

a. Monday through Saturday. Schedule one collection a day to be made as the letter carrier passes the collection box during the normal course of deliveries.

b. Sunday and Holidays. No collections.

D. REMOVAL OF COLLECTION BOXES

Collection boxes may be removed if a box in any area averages less than 25 pieces per collection day.

III. MAIL PROCESSING

A. POLICY

Distribute mail to military installations by separations which are practical, mutually agreeable to the officials of the military installation and MSC Postmaster concerned and consistent with the USPS policy to provide the military with service commensurate to that provided the civilian population of the United States.

B. DISTRIBUTION PROCEDURES

1. Official Military and Civilian Business Mail.

- a. Sort official military mail to principal commands.
- b. Sort civilian mail to individual functional entities (e.g., credit union, Red Cross).

2. Basic Units.

- a. Sort official and personal mail to basic units consisting of approximately 200 personnel, or numbered boxes in groups of approximately 200 so far as practicable and mutually agreeable to the military authorities and MSC Postmaster.



b. Unique sortations are acceptable if they are mutually agreeable with the military authorities and MSC Postmaster.

### 3. Residential Mail

a. Mail for apartment type bachelor quarters may be sorted to street name and building number.

b. Sort mail for non-apartment type bachelor quarters to a single separation.

c. Sort mail for family quarters by address into separations for subsequent carrier handling.

### 4. Basic Operating Concepts

a. No distribution will be provided to departments or offices within a principal command.

b. The depth of the sortation provided will be determined by volume, density, addressing method, and situations unique to the installation.

c. When the MSC Postmaster determines that sortation to basic military units is not practical, the requesting military official will be provided an explanation.

d. In instances where officials of the military installation and MSC Postmaster cannot agree upon the level of sortation to be provided, the matter will be referred by the MSC Postmaster through normal channels to U.S. Postal Service Headquarters for resolution.

## IV. RETAIL SERVICES

### A. POLICY

The U.S. Postal Service will provide convenient and effective retail services on military installations commensurate with those provided comparable civilian communities. The MSC Postmaster and the installation commander will share responsibility for providing retail services.

## B. RESPONSIBILITIES

1. The MSC Postmaster will:
  - a. Determine the level of service required.
  - b. Select the appropriate type(s) of retail units needed.
  - c. Provide for the cleaning and staffing of classified retail units.
  - d. Establish appropriate hours of service.
  - e. Provide retail services that are convenient for the majority of the people who live and work on the installation.
2. The Military will:
  - a. Provide conveniently located, adequate and safe facilities to house retail units.
  - b. Provide security.
  - c. Consult with postal officials to resolve issues relating to postal service.

## C. TYPES OF RETAIL UNITS AND SERVICES OFFERED

The following are the various types of retail units listed in descending order and the various levels of service offered:

1. Classified Stations/Branches: All retail services. In addition post office box service may be provided.
2. Contract Stations/Branches: Basic retail and postal services as specified by contract. In addition post office box service may be provided.
3. Self-Service Postal Centers: Stamps, envelopes, parcel mailing, if equipped with acceptance unit and currency and coin changer.
4. Multi-Commodity Vending Machine: Stamps, envelopes, postal cards and minimum fee insurance.
5. Stamp Booklet Vending Machine: Vend books of stamps.

6. Stamp Vending Machine: Vend single or multiple number of stamps from coils.

#### E. DEPLOYMENT OF RETAIL UNITS

The number and type(s) of retail units that will be deployed on a military installation will be based upon:

1. Population of installation on normal workday. This population includes military personnel, dependents, civilian workers, and other authorized personnel obtaining services on the installation.
2. Projected use of unit(s) - number of customers served, number and types of transactions, and revenue.
3. Physical layout of the installation. For example, two installations may have the same population; however, on one installation the population is centered in one general area, whereas on the other installation there are several population centers that are miles apart. Therefore, the number of retail units required to serve the latter may be greater than the first installation.
4. Distance to the nearest post office that is not on the installation.

#### F. BASIC DEPLOYMENT CRITERIA

1. The deployment of classified or contract stations or branches on military installations will be addressed on a case-by-case basis considering the specific needs and characteristics of the installation.
2. The following are basic deployment criteria for the various types of self-service retail units. These criteria are flexible to the extent that if a particular military installation fails to meet the established population and revenue criteria and there is clearly a need for a self-service unit, discretion should be exercised to provide the self-service unit(s) appropriate to the circumstances.

Note: An Area Maintenance Officer must be available in the area.

<u>Type of Self-Service Unit</u>	<u>Population</u>	<u>Revenue per Annum</u>
SSPC	5,001 & UP	\$30,001 & UP
Multi-Commodity Vending Machine	1,501 & UP	\$ 9,001 & UP
Stamp Booklet Vending Machine	1,501 & UP	\$ 9,001 & UP
Stamp Vending Machine	Under 1,500	Under \$9,000

## V. IMPLEMENTATION

A. These guidelines outline the levels of service available to military installations. The U.S. Postal Service recognizes that some military installations are receiving levels of service that exceed these guidelines. Therefore, local management must not make any changes which would reduce the present levels of service to conform to these guidelines without USPS Headquarters approval.

B. Effective July 1, 1983, new service provided to military installations must not exceed these guidelines except as in VI. These guidelines also serve to rescind USPS Headquarters letter of March 23, 1982, subject: Service to Military Installations.

## VI. REQUEST FOR SERVICE THAT EXCEEDS THESE GUIDELINES

In some instances military installations may request levels of service which exceed these guidelines. The MSC Postmaster may negotiate with the military to provide the requested service in exchange for adjustments in the present levels of service (collections, distribution, delivery and retail service) or converting door or curb-line delivery to centralized delivery. The District Manager or designee must approve all such conversions. The carrier hours saved must be at least sufficient to offset the additional hours to be expended for the new service.

## VII. FOLLOW UP

A. For the remainder of PFY 1983 NS PFY 1984, MSC Postmasters must provide USPS Headquarters, through normal channels, a report of all service adjustments as they occur.

B. The report must be submitted not later than 5 days after a final decision is made in the matter.

C. The report must contain the following:

1. Military installation name and Zip Code.
2. The post office name and Zip Code.
3. The action requested, by whom, and date of request.
4. The resolution and effective date of the adjustments.
5. The Cost/Savings expressed in work hours by craft and dollar value.

Senior Assistant Postmaster General  
Operations Group

V2.AP5. VOLUME II, APPENDIX 5

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